

TEXAS DEPARTMENT OF MOTOR VEHICLES

BOARD MEETING

Texas Department of Motor Vehicles  
4000 Jackson Avenue  
Building 1  
Lone Star Room  
Austin, Texas 78731

Thursday,  
December 8, 2022  
9:00 a.m.

BOARD MEMBERS:

Charles Bacarisse, Chair  
Christian Alvarado  
Stacey Gillman  
Brett Graham  
Tammy McRae  
Sharla Omumu  
John Prewitt  
Manuel "Manny" Ramirez  
Paul R. Scott

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## CLOSED SESSION

12. The Board may enter into closed session under 116  
 one or more of the following provisions of the  
 Texas Open Meetings Act, Government Code

Chapter 551, including briefing, discussion and deliberation regarding temporary tags, the temporary tag system, fingerprinting, webDEALER Advisory Service, and the State Auditor's Office Audit Regarding Temporary Tags:

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P R O C E E D I N G S

(9:02 a.m.)

1  
2  
3 MR. BACARISSE: Good morning. My name is  
4 Charles Bacarisse, and I am pleased to open this Board  
5 meeting of the Texas Department of Motor Vehicles. For  
6 the record, it is 9:02 a.m., and I am now calling the  
7 Board meeting for December 8, 2022, to order.

8 I want to note for the record that the public  
9 notice of this meeting containing all items on the agenda  
10 was filed with the Office of Secretary of State on  
11 November 30, 2022.

12 Before we begin today's meeting, please place  
13 all cell phones -- Daniel -- and other communication  
14 devices in silent mode.

15 (General laughter.)

16 MR. BACARISSE: It wasn't even in the script.  
17 I just ad libbed that.

18 (General laughter.)

19 MR. BACARISSE: And please, as a courtesy to  
20 others, do not carry on side conversations or activities  
21 in the meeting room.

22 I want to welcome those who are with us for  
23 today's Board meeting. If you wish to address the Board  
24 or speak on an Agenda item during today's meeting, please  
25 complete a speaker's sheet at the registration table or

1 send an e-mail to gco\_general@txdmv.gov. Once again,  
2 that's gco\_general@txdmv.gov.

3 Please identify in your e-mail the specific  
4 item you're interested in commenting on, your name and  
5 address, and whether you are representing anyone or  
6 speaking for yourself. If your comment does not pertain  
7 to a specific Agenda item, we'll take your comment during  
8 the general public comment portion of our meeting.

9 In accordance with the Department's  
10 administrative rule, comments to the Board will be limited  
11 to three minutes. To assist each speaker, a timer has  
12 been provided at the podium. The timer light will be  
13 green for the first two minutes, yellow when the speaker  
14 has one minute left, and then red when the speaker's time  
15 is up.

16 Individuals cannot accumulate time from other  
17 speakers, and comments should be pertinent to the issue  
18 stated on the comment sheet. When addressing the Board,  
19 please state your name and affiliation for the record.

20 And there are a few things that will also  
21 assist in making the meeting run more smoothly and helping  
22 the court reporter to get an accurate record. First,  
23 please identify yourself before speaking. Speak clearly  
24 and slowly.

25 Do not speak over others. And please ask the

1 Chair for permission to speak and to be sure to get  
2 recognized before speaking.

3 I would like to thank our court reporter who is  
4 transcribing this meeting.

5 Before we begin today, I'd like to remind all  
6 presenters and those in attendance of the rules of conduct  
7 at our Board meetings. In the Department's administrative  
8 rule, I have the authority to supervise the conduct of the  
9 meetings. This includes the authority to determine when a  
10 speaker is being disruptive of the meeting or is otherwise  
11 violating the timing or presentation rules I just  
12 discussed.

13 So with that out of the way, I would like to  
14 now call the roll of the Board Members. Please respond  
15 verbally when I call your name.

16 Board Member Alvarado, are you present?

17 MR. ALVARADO: Present.

18 MR. BACARISSE: Member Gillman?

19 MS. GILLMAN: Present.

20 MR. BACARISSE: Member Graham?

21 (No response.)

22 MR. BACARISSE: Member Graham will join us  
23 shortly.

24 Member McRae?

25 MS. McRAE: Here.

1 MR. BACARISSE: Member Omumu?

2 MS. OMUMU: Present.

3 MR. BACARISSE: Member Prewitt?

4 MR. PREWITT: Here.

5 MR. BACARISSE: Member Ramirez?

6 MR. RAMIREZ: Here.

7 MR. BACARISSE: Member Scott?

8 MR. SCOTT: Here.

9 MR. BACARISSE: And let the record reflect that  
10 I, Charles Bacarisse, am here, too. So we have a quorum.

11 It's great to have everybody here, and Graham will join  
12 us momentarily.

13 Please, let's all stand and honor our country  
14 and state with the Pledges of Allegiance. And I want to  
15 turn it over to Member Ramirez to lead us in the U.S.  
16 Pledge.

17 (Pledge of Allegiance recited.)

18 MR. BACARISSE: And now, I'd like to ask Member  
19 Scott to lead us in the Texas Pledge.

20 (Texas Pledge recited.)

21 MR. BACARISSE: Thank you. Thank you, Members  
22 Ramirez and Scott, for leading us in our pledges.

23 Now we're going to cover the proposed 2023  
24 Board meeting schedule. This is number -- it's actually  
25 right before my Chair report, I guess, which may be found

1 in your Board books on page 6.

2 These dates are tentative, but we wanted to  
3 make sure the schedule got out and was available for your  
4 planning purposes. The Board typically meets, as you  
5 know, the second Thursday of the month, every other month  
6 at 9:00 a.m.

7 And the draft schedule is consistent with the  
8 Board's typical meeting schedule. If there is a change,  
9 the Department's Board liaison will notify our Board  
10 Members. And as meeting dates are confirmed, they'll be  
11 posted on the Department's website.

12 I want to mention that as part of our reports,  
13 on Friday, November 18th of this year, Vice Chair McRae,  
14 Member Gillman, Executive Director Daniel Avitia, Deputy  
15 Executive Director Roland Luna, Sr., and I toured the  
16 Wynne Unit license plate manufacturing facility in  
17 Huntsville, Texas. And that's part of the Texas  
18 Department of Criminal Justice facilities.

19 And I just wanted to say this was my first time  
20 to go inside the walls, and the experience was really  
21 incredible for me. I sent a thank you letter to the TDCJ  
22 Executive Director Bryan Collier. And I recognized Mr.  
23 Billy Hurst, the Director of TDCJ's manufacturing and agri  
24 business and logistics division and his team for what is a  
25 very effective and efficient operation.

1           Personally, I was thankful for their leadership  
2 and that of their team there. It's encouraging to me that  
3 TDCJ offers incarcerated individuals the opportunity to  
4 gain valuable skills while they're serving their time and  
5 could enable them to earn a good living in the outside  
6 world.

7           They come out with skills, if they wish to  
8 learn them. And then, once they're released, they can  
9 hold jobs and rebuild their lives in a meaningful way. So  
10 I was thankful for TDCJ's commitment to that.

11           And I gained great insight into the nature of  
12 keeping Texas on the road properly. The advanced  
13 equipment that is used and the great skill and quality  
14 control over the entire process was really impressive. So  
15 those are my thoughts.

16           I don't know, Vice Chair McRae, if you had some  
17 thoughts or takeaways from your experience there? Member  
18 Gillman?

19           MS. McRAE: As a tax assessor, license plates  
20 is one of -- well, it's key to our business. And to see  
21 the process from beginning to end was amazing.

22           And I think one of the things I was most  
23 impressed with is the care in which the prisoners took  
24 with that process. And also, the quality assurance that  
25 they put into that process.

1           It was a humbling experience, and I was amazed  
2 at the whole process. I really enjoyed it.

3           MR. BACARISSE: Glad you were there. Member  
4 Gillman?

5           MS. GILLMAN: Yes, thank you. I just wanted to  
6 say I also was really impressed with the equipment and  
7 efficiency. It is modern equipment, the best out there.  
8 It was fantastic and really amazing.

9           I guess I expected antiquated or an old school  
10 process. It was very up to date and modern and clean.  
11 And they can do, at full capacity, 1.1 million license  
12 plates per month. It's a lot. It's a lot.

13           Anyway, thank you. I loved the experience. It  
14 was great.

15           MR. BACARISSE: I would hope that we would be  
16 able to go back or schedule a time for other Members who  
17 wish to go. I know this was a challenging time of year  
18 for people. But if other Members wish to see that  
19 process, I hope we get to schedule another time.

20           So we'll see where that goes. But thank you.  
21 Thank you very much.

22           Let me now turn it over to the Executive  
23 Director, Daniel Avitia, for his report.

24           MR. AVITIA: Chairman, thank you and good  
25 morning. Good morning, Members.

1           Just a couple of updates for you this morning.

2           We have been hiring on our executive team, and we are  
3 just about at capacity, which is a great thing for this  
4 Agency. Agenda Item 4A can be found on page 7 of your  
5 Board books.

6           And I'm happy to introduce Ms. Annette Quintero  
7 as the Vehicle Title and Registration Division Director.  
8 VTR is our largest division and program within the Agency.

9           Ms. Quintero joined the TxDMV on November 14,  
10 2022, and she brings excellent professional experience and  
11 demonstrated focus on building stakeholder relationships,  
12 and, more importantly, a very positive attitude.

13           Annette has over 19 years of public service and  
14 has served in various leadership positions with increasing  
15 responsibility over the last 15 years, which includes  
16 serving on the executive management team with the Office  
17 of the Attorney General for the last six years.

18           Annette earned her Bachelor of Business  
19 Administration Management from Texas State University.  
20 She is a mother of two amazing young men -- Noah, 6, and  
21 Alex, 3 -- and enjoys spending time with her family hiking  
22 outdoors, picnics, movie nights, and, more importantly,  
23 great food. We are confident that Annette will build on  
24 the past success and future endeavors of the TxDMV in our  
25 very special VTR Division.

1 Members, please join me in welcoming Annette.

2 (Applause.)

3 MR. AVITIA: All right. Agenda Item 4B,  
4 another executive team introduction, Ms. Bennie Brown.  
5 Ms. Brown did join the Agency 12/1 as the Chief Hearings  
6 Officer with the Office of Administrative Hearings.

7 Bennie has extensive experience in  
8 administrative law and has more than two decades of  
9 service with the State of Texas. Prior to joining the  
10 TxDMV, she served as the Administrative Law Judge with the  
11 State Office of Administrative Hearings for the last 12  
12 years. She has presided over thousands of contested case  
13 hearings. So we're in good hands with Ms. Brown.

14 Prior to her service as administrative law  
15 judge, she was a prosecutor for the Texas Department of  
16 Public Safety. Ms. Brown is a licensed attorney and  
17 certified mediator. She received her bachelor's degree  
18 from the University of Houston, and her Juris Doctorate  
19 from the University of Texas Law School. Go Horns.

20 We are confident that Ms. Brown will excel in  
21 her role as Chief Hearings Officers. Members, please join  
22 me in welcoming Ms. Brown to our executive team.

23 (Applause.)

24 MR. AVITIA: Agenda Item 4C can be found on  
25 page 9 of your Board materials. I'm happy now to

1 introduce Mr. Esteban Sanchez as the new VTR Houston  
2 Regional Service Center. As of December 1st, Mr. Sanchez  
3 will lead our largest RSC -- Regional Service Center -- in  
4 Houston.

5 Mr. Sanchez has been with the TxDMV since  
6 November of 2017, and previously served as a Fort Worth  
7 RSC Manager. Steve's public service career includes four  
8 years of prior county employment and several years of  
9 management experience.

10 We are confident that Steve's positive attitude  
11 and optimistic outlook will continue in his new management  
12 role at the Houston RSC. Please join me in welcoming  
13 Steve to the team.

14 (Applause.)

15 MR. BACARISSE: Pardon me just me a minute.  
16 Steve, I'm going to need your phone number for all those  
17 times when I have an issue. I'm going to come see you.

18 MR. SANCHEZ: Thank you.

19 MR. AVITIA: Thank you, Mr. Chairman.

20 Agenda Item 4D can be found on page 10 of your  
21 Board books. Chairman, Members, I am happy to introduce  
22 Mr. Joe Canady as the Motor Vehicle Crime Prevention  
23 Authority Director. That was of December 1st, as well.

24 Mr. Canady has extensive background in public  
25 service and nearly 34 years of prior law enforcement

1 experience, with an emphasis on motor vehicle theft and  
2 law enforcement command. His commitment to vehicle theft  
3 investigations and crime reduction positioned him to serve  
4 as the President of the Texas Association of Vehicle Theft  
5 Investigators and the Vice-President of the International  
6 Association of Auto Theft Investigators.

7 Joe has served in law enforcement leadership  
8 positions, including as Lieutenant in the Criminal  
9 Investigations Division, Captain of Investigations, Chief  
10 Deputy of Operations, as well as Business Jail  
11 Administrator. Joe is a certified Texas Commission on Law  
12 Enforcement instructor, holds a TCOLE Master Jailer  
13 certification, is a TCOLE Master Peace Officer, and has  
14 provided training to countless law enforcement  
15 professionals.

16 Chairman, Members, please join me in welcoming  
17 Mr. Canady to his new position.

18 (Applause.)

19 MR. AVITIA: Agenda Item 4E is an update on  
20 temporary tag redesign deployment. Chairman, Members, the  
21 briefing document for temporary tag redesign deployment  
22 can be found on page 11 of your Board materials.

23 This Agenda item provides a brief overview of  
24 the Texas DMV's process and strategy for creating,  
25 evaluating, and implementing the temporary tag redesign.

1 TxDMV has been working internally and collaborating with  
2 external stakeholders to develop a more secure tag design  
3 that supports the needs of both law enforcement, as well  
4 as our dealer community. In our continued efforts to  
5 reduce and prevent the fraudulent use of Department  
6 systems and processes, a newly designed temporary buyer  
7 tag will be released tomorrow, December 9th.

8 The existing temporary tag has been in use  
9 since 2018. And TxDMV is rebranding the look, but more  
10 importantly, building on the security components to combat  
11 and reduce future temporary tag abuse and the production  
12 of counterfeit tags, as well as help support our law  
13 enforcement partners.

14 In addition to the Department's internal review  
15 of procedures and programming, an analysis of the existing  
16 temporary tag was conducted to identify available security  
17 enhancements. Numerous security features were evaluated  
18 or researched by the team, and TxDMV staff created a  
19 strategy for deployment of those with the highest and most  
20 secure use in redesigned temporary tag that we have, in my  
21 opinion, in the nation.

22 As part of the process, TxDMV called for  
23 cross-collaboration between all divisions to design,  
24 evaluate, strategize deployment, and communicate plans for  
25 the project.

1           As you know, Members, features of the new  
2 temporary tag include not just physical features, such as  
3 the Texas watermark, enhanced depiction of our tag  
4 expiration date, vehicle year, make and model, and the  
5 name of the issuing dealer. It also includes  
6 identification of specific type of tag issued, font  
7 selection, and size that maximizes readability of primary  
8 components.

9           It has active and passive security features  
10 that are identifiable only by law enforcement. Numerous  
11 pieces of embedded data and text are linked to law  
12 enforcement databases, as of tomorrow, that can be created  
13 only by internal TxDMV computer systems.

14           Members, I want to thank you, Chairman, and the  
15 rest of the Members for your unwavering support on the  
16 temp tag redesign. We have worked extensively with law  
17 enforcement to create what will be the new tag going  
18 forward as of tomorrow.

19           The Department has had several months working  
20 on all things temp tag, as you know. We have been working  
21 nonstop just to give you an update on where we started and  
22 where we are and what we've been through in just the  
23 couple of months. And I'm so proud of the team.

24           We have improved dealer vetting. We have  
25 implemented fingerprinting. We have implemented denial of

1 access to the eTAG system, maximum tag issuance limits.  
2 We have improved our 30-day permit process.

3 We have enhanced VIN decoding. We have  
4 improved the 72- and 144-hour tag permits. We have eTAG  
5 system limitations now. We have implemented VIN  
6 verification.

7 We have created a law enforcement analyst team  
8 to help support our law enforcement partners local, state,  
9 and federal. We have created a closed data portal  
10 specifically for law enforcement use. And we have  
11 partnered with the DPS, Department of Public Safety, to  
12 implement a collaborative opportunity for law enforcement  
13 to yet gain more information through their fusion centers.

14 And now, Members, here we are today, one day  
15 away from the release of our new, redesigned temporary  
16 tag. Again, I thank you for your support throughout this  
17 entire process.

18 MR. BACARISSE: Thank you, Mr. Avitia.

19 Members, any comments or questions on this  
20 item? Member Ramirez?

21 MR. RAMIREZ: I've got one or a few. It was a  
22 long drawn out process -- a long important process. And I  
23 want to thank you and your staff, Mr. Avitia, for all the  
24 work that you put in.

25 I know the law enforcement community absolutely

1 felt the collaboration. That was where a lot of this  
2 conversation started, because having an unsecured system  
3 is a danger to Texans. It is a danger to our public who  
4 are out there on the roadway.

5 So knowing that a department took it this  
6 serious, and knowing that a department acted so swiftly  
7 once you made the decision to act is very comforting, I  
8 think, not only for us as Board Members, but also, for the  
9 public. So I know that there are possible ideas and  
10 solutions on continued enhancements and improvements, and  
11 I know that you and your staff are committed to exploring  
12 those.

13 So on behalf of the entire Board, I just wanted  
14 to say thank you.

15 MR. AVITIA: Member Ramirez, thank you very  
16 much.

17 MS. GILLMAN: Outstanding --

18 MR. BACARISSE: Member Gillman, any comments?

19 MS. GILLMAN: The laundry list is impressive  
20 that you just rattled off, and your staff deserves a very  
21 large round of applause from us. Thank you.

22 (Applause.)

23 MR. BACARISSE: Any other Members wish to  
24 comment?

25 (No response.)

1 MR. BACARISSE: I'll say, as well, that  
2 February's Board meeting this year was the nadir for me.  
3 To hear from law enforcement, from family who lost loved  
4 ones -- I felt very strongly that this agency needed to  
5 change its posture and its focus. You've done that.  
6 You've responded.

7 We now are in a better place than we were 10  
8 months ago. But we cannot stop being vigilant, and I know  
9 we won't. So I appreciate the effort to get where we are  
10 today.

11 It's a tremendous amount of back office  
12 programming and integration of systems that is going to  
13 make this effort work. And we just need to remain ever  
14 vigilant because we owe it to the people of Texas.

15 And so I say job well done, good step. We are  
16 at a moment of celebration, and we'll keep going. So --

17 MR. AVITIA: Absolutely.

18 MR. BACARISSE: -- thank you.

19 MR. AVITIA: Thank you, Chairman. Chairman,  
20 with your permission, I'll keep going?

21 MR. BACARISSE: Please.

22 MR. AVITIA: All right. Chairman, Members,  
23 Agenda Item 4F can be found on page 13 of your Board  
24 books.

25 The V.G. Young School for Tax

1 Assessor-Collectors Conference offers a platform for  
2 county tax assessor-collectors and their staff to expand  
3 their knowledge with presentations and information from  
4 leading agencies, topic experts, and vendors. Deputy  
5 Directors Luna and Mellott attended the V.G. Young School  
6 for Tax Assessor-Collectors November 29th through December  
7 1st, along with various TxDMV staff from the Consumer  
8 Relations Division, Enforcement Division, Government and  
9 Strategic Communications Division, Information Technology  
10 Services, as well, as VTR.

11 Staff participated in the webDEALER roundtable  
12 discussions, provided training and collaboration  
13 opportunities through the conference, and shared  
14 information and answered questions during the roundtables,  
15 as well as at the exhibition booth. The Enforcement  
16 Division team also provided presentations on title fraud.

17 Deputy Director Luna provided updates on the  
18 TxDMV overview during a conference general session. The  
19 overview included items related to the upcoming  
20 legislative session, personnel recognition, project  
21 updates, and the introduction of our new VTR Director, Ms.  
22 Annette Quintero.

23 By and large, the conference provided various  
24 networking and collaboration discussion opportunities  
25 between attendees and the TxDMV. Staff confidently built

1 on their ongoing partnership with our tax  
2 assessor-collectors.

3 I am grateful for the opportunity to be able to  
4 provide information, as well as being invited and being  
5 able to participate with our tax assessor-collectors. I  
6 am forever grateful for the partnership that we have our  
7 tax assessor-collector partners.

8 MR. BACARISSE: If I may, I think Vice Chair  
9 McRae, would you like to add something?

10 MS. McRAE: I would. I would just like to  
11 personally thank you, Daniel, on behalf of the Tax  
12 Assessor-Collectors' Association. Not only you, but all  
13 of your staff. I think there were 28 or 29 members of the  
14 Agency that were in attendance, and they were there  
15 providing expert information. They were there to have  
16 one-on-one conversations, as well as our roundtable  
17 discussions to talk about and collaborate on issues that  
18 we have in common and best practices.

19 And I just want to thank you for that. We  
20 strongly appreciate the partnership we have with this  
21 agency.

22 MR. AVITIA: Thank you.

23 MR. BACARISSE: Please continue. Thank you.

24 MR. AVITIA: Yes, sir. My final Agenda Item 4G  
25 can be found on page 14 of your Board books.

1           At this time, Chairman, Members, I'd like to  
2 recognize our employees who have reached State service  
3 milestones. We celebrate these employees as a show of our  
4 appreciation for the years of service and dedication to  
5 the citizens of this great state.

6           The first individual with 20 years of State  
7 service is Jeanna Gordon in the Enforcement Division. The  
8 second individual with 25 years of State service is Ms.  
9 Melissa Altman in the Vehicle Title and Registration  
10 Division. Third, we have Ms. Delisa Dedeaux with the  
11 Motor Vehicle Division, who was reached 23 years of State  
12 service.

13           And finally, with 20 years of State service and  
14 in attendance with us today is Mr. Steve Harper. Steve  
15 Harper, I totally messed up your name. My apology, Steve.

16           It's not like I don't talk to you all the  
17 time --

18           (General laughter.)

19           MR. AVITIA: -- in our Finance Administrative  
20 Services Division.

21           Steve is employed with the Finance  
22 Administrative Services Division as a Facilities Lead  
23 Worker, and was hired August 17, 2020. Before joining  
24 TxDMV, Steve worked for the University of Texas in 2002 as  
25 an electrician, then moved up to crew leader, while then,

1 going on to become a master electrician in 2010. By 2013,  
2 Steve went to work for the Department of Public Safety as  
3 a maintenance supervisor.

4 Steve, I want to thank you for your amazing  
5 customer service skills and the incredible work that you  
6 do and that you have accomplished in over the last 20  
7 years. Congratulations to you, sir.

8 (Applause.)

9 MR. AVITIA: Chairman, Members, if you would  
10 join me at the front of the dais so we can take a picture  
11 with Mr. Harper.

12 (Pause for photographs.)

13 MR. BACARISSE: Liz, do we have anybody that  
14 had signed up to speak on any of the Executive Director  
15 items in particular? Any public comment on those items on  
16 the Agenda? No?

17 MS. FORE: Elizabeth Fore. We don't have any  
18 commenters so far --

19 MR. BACARISSE: Okay. Great. Thanks. I  
20 didn't want to pass that by.

21 We need to have the Human Resource Director's  
22 report, as well, right?

23 MR. AVITIA: Correct. Yes, sir.

24 MR. BACARISSE: Okay. Great. So that's Item  
25 Number 5 on our Agenda. And so, we'll call Cynthia

1 Mendoza up.

2 Good morning. How are you?

3 MS. MENDOZA: Good morning. Thank you for this  
4 opportunity. Good morning, Mr. Chairman, Board Members,  
5 and Executive Director Avitia. For the record, my name is  
6 Cynthia Mendoza. I am the Human Resources Director for  
7 the Texas Department of Motor Vehicles.

8 And this morning, I'm going to give a report on  
9 the annual State Employee Charitable Campaign, the SECC.  
10 The SECC ran from September 1 through October 31 of 2022.

11 And the SECC is an annual event in which State employees  
12 have the opportunity to donate to over 1,000 different  
13 charities to help fellow Texans, and participation is  
14 voluntary.

15 The Agency fundraising activities included a  
16 bake sale, a gift basket raffle, and a Halloween contest.

17 We raised \$3,506 from these activities. We donated the  
18 funds equally to the following charities: to the St.  
19 Jude's Children's Hospital, to the Lone Star Circle of  
20 Care, and to the Assistance to Domestic Victims of Human  
21 Trafficking.

22 Our Agency goal was set at \$2,500 and we  
23 exceeded our goal, which also included additional  
24 individual employee payroll deductions. And these were  
25 contributions that totaled \$3,015, which made our grand

1 total of \$6,521. We are very proud of our voluntary  
2 employee participation and exceeding our 2022 annual goal.

3 MR. BACARISSE: That's tremendous. Good job.

4 (Applause.)

5 MS. MENDOZA: As you all know, I'm new to the  
6 Agency, and I will say that the generosity and the  
7 participation of this Agency is incredible and amazing.  
8 So I just wanted to share that, as well.

9 MR. BACARISSE: I am glad to hear that --

10 MS. MENDOZA: Yes, sir.

11 MR. BACARISSE: -- as someone who's in the  
12 philanthropy profession full-time. That's my day job  
13 normally.

14 MS. MENDOZA: Right.

15 MR. BACARISSE: I am really thankful for  
16 generous people who have a heart for others.

17 MS. MENDOZA: And everyone came together to  
18 just participate and bake goods and put gift baskets  
19 together. And then, those who were excited about  
20 Halloween got to dress up and do that as well. So --

21 MR. BACARISSE: There you go.

22 MS. MENDOZA: All right. Any questions?

23 MR. BACARISSE: Any questions, Members?

24 MS. McRAE: Great job.

25 MS. MENDOZA: Thank you.

1 MR. BACARISSE: Thank you.

2 MS. MENDOZA: Thank you so much.

3 MR. BACARISSE: We'll now move on to Item  
4 Number 7 in the Agenda, which is rule adoptions. We're  
5 going to pick up -- is that right? I'm on the right spot?

6 FEMALE VOICE: Yes.

7 MR. BACARISSE: Well, it's Item Number 6,  
8 actually. Sorry.

9 So we'll ask Jimmy Archer to come forward,  
10 please, and walk us through some amendments. Good  
11 morning.

12 MR. ARCHER: Good morning, Chair Bacarisse,  
13 Members of the Board, Executive Director Avitia. For the  
14 record, my name is Jimmy Archer, and I'm the Director of  
15 the Motor Carrier Division. This is Item Number 6 on  
16 today's Agenda, and the materials are found beginning on  
17 page 16 of your Board book.

18 For the Board's consideration, I'm presenting  
19 these rule amendments to 43 Texas Administrative Code,  
20 Chapter 217, for adoption and approval for publication in  
21 *Texas Register*. These rule amendments were proposed and  
22 approved for publication and comment at the August 11th  
23 Board meeting.

24 The adoption of these rule amendments is  
25 necessary to implement Senate Bill 1064 of the last

1 legislative session concerning the extended registration  
2 of exempt county fleet, and to update the current  
3 commercial fleet and exempt registration rules to reflect  
4 current practices.

5 In the last session, Senate Bill 1064 was  
6 passed allowing exempt county fleet to be considered  
7 registered for an extended period of not less than one  
8 year, no more than eight years. And exempt county fleet,  
9 by definition, means two or more non-apportioned motor  
10 vehicles, semi-trailers, or trailers that are owned by and  
11 used exclusively in the service of a county with a  
12 population of 3.3 million or more.

13 Proposed Section 217.55 and 217.184 address  
14 exempt county fleets to ensure rules provide the policies  
15 and procedures to implement the new program. One comment  
16 was received on the rule package from Lubbock Tax Assessor  
17 Collector Rodney Keister.

18 Stefan Krisch of Vehicle Title and  
19 Registrations spoke to Mr. Keister regarding his comments  
20 over Senate 1064 rule package. After Mr. Krisch explained  
21 that the two rules were exclusive of one another, Mr.  
22 Keister completely understood and had no further concerns,  
23 and there were no changes to the rules as proposed as a  
24 result of the comments.

25 The Department has determined that in the first

1 five years this program will be in effect, there will be  
2 one-time cost of \$250,000 for programming the Department's  
3 automated systems. And the amount was appropriated to the  
4 Department for this programming.

5 There will be no significant fiscal impact to  
6 the state or local governments as a result of the  
7 enforcement or to administration of the program, and there  
8 will be no additional costs to the Department. And the  
9 proposed amendments will have no impact to revenue  
10 collections.

11 I ask that the Board approve these rule  
12 amendments for adoption and publication, and happy to  
13 answer any questions you might have.

14 MR. BACARISSE: Thank you, Mr. Archer.

15 Members, do you have any questions for Mr.  
16 Archer on this item?

17 (No response.)

18 MR. BACARISSE: I want to ask Elizabeth if we  
19 have any public comment on this item.

20 MR. FORE: Chairman, would you like to ask for  
21 a motion?

22 MR. BACARISSE: Do I do that first? Okay.  
23 Sure.

24 If Members have no questions, I would entertain  
25 a motion on Agenda Item 6.

1 MR. PREWITT: Chairman, I'd like to make a  
2 motion, please.

3 MR. BACARISSE: Member Prewitt?

4 MR. PREWITT: I move that the Board approve the  
5 adoption of amendments to Sections 217.54, 217.55, and  
6 217.184 concerning the extended registration of certain  
7 county fleet vehicles as recommended by staff.

8 I also move that the Board grant the Department  
9 the authority to make technical corrections and revisions,  
10 approved with the Department's general counsel, that are  
11 necessary for compliance with state or federal law or for  
12 acceptance by the Secretary of State for filing and  
13 publication in the *Texas Register*.

14 MR. BACARISSE: Is there a second for this  
15 motion?

16 MS. OMUMU: I'll second, Mr. Chairman.

17 MR. BACARISSE: Member Omumu, thank you.

18 Now, Liz, do we have any public commenters on  
19 this item?

20 MS. FORE: Elizabeth Fore. There are no  
21 comments on this item.

22 MR. BACARISSE: Thank you. Any further  
23 discussion?

24 (No response.)

25 MR. BACARISSE: If not, I would entertain a

1 vote, please. So I'll call the roll.

2 Member Alvarado?

3 MR. ALVARADO: Aye.

4 MR. BACARISSE: Member Gillman?

5 MS. GILLMAN: Aye.

6 MR. BACARISSE: Member Graham is not here.

7 Member McRae?

8 MS. McRAE: Aye.

9 MR. BACARISSE: Member Omumu?

10 MS. OMUMU: Aye.

11 MR. BACARISSE: Member Prewitt?

12 MR. PREWITT: Aye.

13 MR. BACARISSE: Member Ramirez?

14 MR. RAMIREZ: Aye.

15 MR. BACARISSE: Member Scott?

16 MR. SCOTT: Aye.

17 MR. BACARISSE: And I, Charles Bacarisse, vote  
18 aye, as well. So that is eight votes for the Agenda item.

19 All right. Thank you. Thank you, Mr. Archer.

20 MR. ARCHER: Thank you.

21 MR. BACARISSE: Agenda Item 7 is -- we'll have  
22 Monique come up. Good morning.

23 MS. JOHNSTON: Good morning.

24 MR. BACARISSE: Monique Johnston's coming up to  
25 walk us through Agenda Item 7, Chapter 215, Motor Vehicle

1 Distribution. Good morning.

2 MS. JOHNSTON: Good morning. Chair, Members,  
3 Director Avitia, good morning. I am Monique Johnston,  
4 Director of the Motor Vehicle Division.

5 At the February 10, 2022, Board meeting, the  
6 Board authorized the Department to propose pre-licensing  
7 rule amendments and to bring the rule proposal back to the  
8 Board for adoption. As directed, the Department published  
9 pre-licensing rule amendments in the October 28, 2022,  
10 issue of the *Texas Register* for public comment. And  
11 today, we are seeking the Board's approval to adopt the  
12 proposed amendments.

13 The rule package is listed on your Agenda as  
14 Item Number 7, and the details may be found in the Board  
15 book in your supplemental materials. The proposal  
16 modifies two existing sections: 215.133, which  
17 establishes general dealer distinguishing number licensing  
18 requirements; and 215.140, which establishes premise  
19 requirements for a dealer to have an established and  
20 permanent place of business as required by Transportation  
21 Code 503.032.

22 In proposing these rule modifications, the  
23 Department has five major goals: to deter and prevent  
24 fraud in the application process; to set minimum business  
25 premise standards that will deter fraud and protect public

1 health, safety, privacy, and other public welfare  
2 interests; to conform these rules with legislative  
3 changes; to clarify existing rule provisions affecting all  
4 GDN applications and dealers; and to update the ruling,  
5 which is consistent with the Department's current  
6 electronic application processing requirements.

7 In proposing changes to the business premise  
8 minimum standards, the Department carefully considered the  
9 impact on bona fide dealers. While application processing  
10 times have increased over the past several months, the  
11 Department does not believe any of the proposed changes  
12 will have further impact on the processing times.

13 The increased processing times have been  
14 directly related to staff shortages and repurposing some  
15 vacant positions in order to create MVD's background and  
16 fraud section, and to successfully implement  
17 fingerprinting by September 1st. Six new licensing  
18 specialists have been hired. And as of 12/14, MVD's  
19 licensing section will be fully staffed, and we are very,  
20 very, very excited. As these specialists advance in their  
21 training, we will begin to see quicker processing times  
22 again.

23 In proposing these amendments, the Department  
24 prioritized the public benefits associated with reducing  
25 fraud and related crime and improving public health and

1 safety, while carefully considering potential costs to GDN  
2 dealers, consistence with the Board and Department  
3 responsibilities, and Occupations Code 2301, Subchapter D.

4 The Motor Vehicle Industry Regulatory Advisory  
5 Committee, otherwise known as MVIRAC, discussed  
6 pre-licensing requirements during two meetings on December  
7 16, 2021, and March 9, 2022. During these meetings,  
8 members were presented with several of the suggested  
9 amendments you find in the rule package before you.

10 MVIRAC recommended that the Department require  
11 a site visit to all new independent dealer locations prior  
12 to the Department's licensing staff issuing a GDN. The  
13 committee also recommended the Department identify the  
14 cost impact and timeline required to implement this  
15 requirement.

16 In addition to input from MVIRAC, these  
17 proposals include input from a broad range of Department  
18 staff and law enforcement and best practice  
19 recommendations published by American Association of Motor  
20 Vehicle Administrators.

21 The Department received three comments -- one  
22 individual comment and two from industry groups, the Texas  
23 Dealers' Association -- or TADA -- and the Texas  
24 Independent Automobile Dealers' Association, TIADA. In  
25 response to these comments, the Department added

1 clarifying text to the proposed rules.

2 In 215.133, the phrase, "if applicable" was  
3 added to indicate that listing a website in the GDN dealer  
4 application is not required if the dealer does not have a  
5 website. In 215.140, language was added to clarify that a  
6 dealer may also be open by appointment if the dealer is  
7 open during the posted business hours that meet minimum  
8 requirements. More details were also added about dealer  
9 display area requirements when a location is shared with  
10 other dealers or businesses.

11 In addition to the text changes based on  
12 comments, the Department deleted the requirement for a GDN  
13 dealer to provide the physical address of an off-site  
14 storage lot from this proposal.

15 The Department will seek additional input from  
16 our stakeholders prior to moving forward with this  
17 proposed change. This will allow more time for input and  
18 sufficient time for our ITSD team to make the necessary  
19 system enhancements, if we were to implement that change.

20 I would also like to mention that one comment  
21 concerned a licensing system enhancement, and that request  
22 has been submitted for implementation in a future  
23 e-licensing system update, as well.

24 This rule proposal package was published for  
25 comment in the October 28, 2022, issue of the *Texas*

1     *Register*. The comment period closed on November 28, 2022.

2             As I mentioned earlier, the Department received  
3     three comments -- written comments from two industry  
4     groups and one individual. All comments received were  
5     considered and addressed, and the preamble and rule text  
6     was clarified and modified as discussed earlier in  
7     response to some of the comments.

8             If the Board adopts the rules during its  
9     December 8, 2022, open meeting, staff anticipates the  
10    rules will be published in the December 23, 2022 issue of  
11    the *Texas Register*. And the rules will be effective on  
12    January 1, 2023, except for the wholesale dealer sign  
13    requirement, which will be effective on September 1, 2023,  
14    which will allow them time to comply with that  
15    requirement.

16            We request your approval to adopt this rule  
17    package. Members, this concludes my remarks, and I am  
18    happy to answer any questions the Board has. Thank you.

19            MR. BACARISSE: Thank you, Monique. Members,  
20    any questions? Member Gillman?

21            MS. GILLMAN: Yes, thank you, Monique, for that  
22    report. Sadly, I don't have the supplemental. So I was  
23    listening. I mean, so, I have a few questions because I  
24    just didn't print it.

25            MS. JOHNSTON: Okay.

1 MS. GILLMAN: So number one -- thank you for  
2 the collaboration with the industry -- that's okay. Oh,  
3 you've got it.

4 Thank you for the collaboration with industry  
5 partners, such as the Texas Auto Dealers and the  
6 Independent Auto Dealer Association. Do you feel like  
7 your all's collaboration -- everyone is happy with the  
8 final result? Is there still further concerns?

9 MS. JOHNSTON: I can't speak for the other  
10 parties. We had several discussions. The drafts were  
11 provided to both TIADA and TADA two weeks prior to them  
12 being published for public comment so they would have  
13 additional time to review.

14 And we did have phone calls and addressed  
15 concerns during that time. I cannot speak whether they --  
16 what their standing is at this time.

17 MR. BACARISSE: May I interrupt just a moment  
18 to see are there any people that have signed up to comment  
19 on this particular item, Liz? Maybe that could eliminate  
20 something for us.

21 MR. FORE: Chairman Bacarisse, Elizabeth Fore.  
22 We have one commenter on this item, Corporal Mike  
23 Bradburn. And that's the only commenter.

24 MR. BACARISSE: Okay. Should we wait? Or can  
25 we have him come -- do you want to hear from him, Member

1 Gillman? Or do you have questions?

2 MS. GILLMAN: Sure. I --

3 MR. BACARISSE: Further questions?

4 MS. GILLMAN: Of course I want to hear from  
5 him.

6 MR. BACARISSE: Sure.

7 MS. GILLMAN: But I'll keep going --

8 MR. BACARISSE: If you have further questions,  
9 go ahead.

10 MS. GILLMAN: And then, because I'm hearing it  
11 for the first time, repeat again what you said about the  
12 wholesale -- it was at the very end --

13 MS. JOHNSTON: Correct.

14 MS. GILLMAN: -- it won't be implemented until  
15 2023 to give --

16 MS. JOHNSTON: The wholesale dealers time to  
17 comply with the new sign requirements for wholesale  
18 dealers.

19 MS. GILLMAN: Tell me, what is the new sign  
20 requirement?

21 MS. JOHNSTON: So the sign requirements --  
22 previously, they were not required to have a permanent  
23 sign. They had to have business hours.

24 And so, now, the sign requirements in regards  
25 to size and lettering also are going to apply to wholesale

1 dealers. And that previously was not required. So that's  
2 going to be implemented. We're giving them time to be  
3 able to purchase those signs.

4 MS. GILLMAN: That is all I have for right now.

5 MR. BACARISSE: Members, any other questions on  
6 this item?

7 (No response.)

8 MR. BACARISSE: Hearing none, I would entertain  
9 a motion on this item.

10 MR. RAMIREZ: Mr. Chairman, I move.

11 MR. BACARISSE: Member Ramirez?

12 MR. RAMIREZ: I move that the Board approve the  
13 adoption of amendments to Sections 215.133, 215.140  
14 concerning licensing requirements for applicants for  
15 holders of a dealer's general distinguishing number under  
16 Transportation Code, Chapter 503, as recommended by staff.

17 I also move that the Board grant the Department  
18 the authority to make technical corrections and revisions  
19 approved by the Department's general counsel that are  
20 necessary for compliance with state or federal law or for  
21 acceptance by the Secretary of State for filing and  
22 publication in the *Texas Register*.

23 MR. BACARISSE: Is there a second to that  
24 motion?

25 MS. McRAE: I'll second the motion, Chairman.

1 MR. BACARISSE: Okay, Vice Chair McRae.

2 Now, if we could entertain our public comment.

3 Would that be right?

4 MS. FORE: Elizabeth Fore. Again, we have one  
5 public commenter on this item, Corporal Mike Bradburn.

6 MR. BACARISSE: Good morning, Mr. Bradburn.

7 CPL BRADBURN: Good morning, Mr. Chairman --

8 MR. BACARISSE: Good to see you. Thank you.

9 CPL BRADBURN: Members of the Board.

10 Congratulations on your election, as well.

11 I tried to say something on Number 4, but my  
12 e-mail got lost. Do you mind if I comment real quick on  
13 that, as well?

14 MR. BACARISSE: Well, can we -- do you want to  
15 7 now? And then, we can revert back. Is that all right?

16 MS. FORE: That would be my suggestion --

17 MR. BACARISSE: Yeah, okay.

18 MS. FORE: -- if that's acceptable to you --

19 MR. BACARISSE: Sir, then, go ahead --

20 MS. FORE: -- Chairman Bacarisse.

21 MR. BACARISSE: Yeah.

22 MS. FORE: So if we can take up Item Number 7  
23 now.

24 MR. BACARISSE: Right.

25 MS. FORE: And then, hold on comments for 4

1 during the public comment section.

2 CPL BRADBURN: That's fine.

3 MR. BACARISSE: Is that okay? Okay.

4 CPL BRADBURN: I'm here representing Travis  
5 County Precinct 3, the Clean Air Task Force.

6 Our offices reviewed the changes. I,  
7 personally -- I agree with every change that you're doing  
8 right now. I wanted to comment on three that I think are  
9 very important.

10 I'm not going to give you the subsections  
11 because they didn't put them out. But we're a strong  
12 proponent of the fingerprint requirement. In addition to  
13 requiring fingerprints, I had seen a comment where  
14 somebody didn't want to self disclose on the application,  
15 as well. I would disagree with that.

16 Part of self disclosure and doing a fingerprint  
17 is a checks and balance. You really need to leave it the  
18 way it is. One thing in Texas and abroad, criminal  
19 history records sometimes are not up to date. So you  
20 might actually have somebody disclosure a weed violation,  
21 and I've seen DMV time and time again give a license  
22 versus lying about it.

23 Our office supports site visits for any  
24 application. I realize you don't have the staff to go  
25 every time. But any increased scrutiny, as I read, is

1 welcome by the law enforcement community.

2 And lastly, we have seen multiple incidents  
3 where criminals have infiltrated the system by obtaining a  
4 GDN, fake out-of-state IDs, identity theft, out-of-state,  
5 out-of-state, out-of state. The residency requirement  
6 that you're implementing -- the three amendments, we  
7 strongly support.

8 The continued steps by these amendments you're  
9 doing are supported by law enforcement, and I'm available  
10 for any questions.

11 MR. BACARISSE: Thank you, sir.

12 Members, any questions on this discussion?

13 (No response.)

14 MR. BACARISSE: Hearing none, thank you. I  
15 appreciate it. And don't go away because we'll come to  
16 you.

17 I want to add my thoughts on this, too. And  
18 this is a year or so ago, I asked us to move to -- we've  
19 got to keep a balance between being a good, pro-business  
20 state -- which Texas is -- and low barriers to entry to  
21 professions. However, I think we have moved to a  
22 stronger, you know, customer posture here. And I  
23 appreciate the work of the staff and the Agency in that  
24 regard.

25 So Ms. Fore, I see you looking at me. Are we

1 good? Okay. All right. Good.

2 I want to make sure I don't get in trouble from  
3 the GC. Okay. Good.

4 So we have a motion and a second. And then I  
5 would call the vote, if there's any further discussion,  
6 Members? Any further discussion?

7 (No response.)

8 MR. BACARISSE: If not, I would certainly call  
9 the vote on this item, please.

10 Member Alvarado?

11 MR. ALVARADO: Aye.

12 MR. BACARISSE: Member Gillman?

13 MS. GILLMAN: Aye.

14 MR. BACARISSE: Member Graham is absent  
15 currently. Vice Chair McRae?

16 MS. McRAE: Aye.

17 MR. BACARISSE: Member Omumu?

18 MS. OMUMU: Aye.

19 MR. BACARISSE: Member Prewitt?

20 MR. PREWITT: Aye.

21 MR. BACARISSE: Member Ramirez?

22 MR. RAMIREZ: Aye.

23 MR. BACARISSE: Member Scott?

24 MR. SCOTT: Aye.

25 MR. BACARISSE: And I, Chairman Bacarisse, vote

1 aye, as well. There are eight votes for the item. Very  
2 good. All right.

3 So now we'll move to Agenda Item Number 8. Oh,  
4 yes, Member Scott?

5 MR. SCOTT: Thank you, Mr. Chairman. Before we  
6 move to Number 8, I'd like a follow-up question just for  
7 Monique.

8 MR. BACARISSE: Sure. Come on back, Monique.

9 MR. SCOTT: And in your presentation, you  
10 talked about the time it takes for license issuing. Could  
11 you update us on that? Where we were, where we are, and  
12 so forth?

13 MS. JOHNSTON: Yes, sir. I sure can. I'm  
14 Monique Johnston for the record, Director of the Motor  
15 Vehicle Division.

16 Currently, for our September key performance  
17 indicators, the average processing time for a new  
18 franchise application was 35 days. And please remember  
19 these are average of the applications that were completed  
20 in September.

21 The average processing time for franchise  
22 renewal and amendment applications was 10 days. The  
23 average processing time for a new GDN and GDN amendment  
24 applications was 29 days. And the average processing time  
25 for GDN renewals was eight days.

1           Looking back at September 2021 of the same  
2 year, the average processing time for franchise  
3 applications was 37, franchise renewals was seven, GDN new  
4 applications was 16, and GDN renewals was five. So it has  
5 increased over the time, and these increases can be  
6 directly related to staff shortages.

7           In early April of 2022, we were down three  
8 licensing specialists, and that's when we started  
9 experiencing longer processing times, and the longer time  
10 it takes to sign applications out to specialists. And  
11 then we were down five to six specialists all through the  
12 summer of 2022. And, of course, those processing times  
13 have increased.

14           We are now fully staffed, so we do anticipate  
15 that these processing times will start to go down as we  
16 get the new specialists trained.

17           MR. SCOTT: Could you tell me again the average  
18 processing time for a GDN is what?

19           MS. JOHNSTON: For September of 2022, the  
20 average processing time for a new GDN was 29 days.

21           MR. SCOTT: And it was --

22           MS. JOHNSTON: It was 17 in September of 2021.

23           MR. SCOTT: So do we have a goal? Or do we  
24 have a standard that we're trying to get to?

25           MS. JOHNSTON: With the new enhancements, there

1 is going to be more increased scrutiny on the application.

2 So we're looking at quality, of course, over quantity.

3 We are requesting additional FTEs with our LAR request.

4 I don't think that, you know, it's reasonable  
5 that an application or a license is going to be issued in  
6 two days once they apply. But I do feel we'll get back to  
7 some sort of a middle ground of where we were previously.

8 MR. SCOTT: Okay. And how are we doing on like  
9 renewals for GDNs?

10 MS. JOHNSTON: GDN renewals, they were at eight  
11 days in September of 2021, an average.

12 MR. SCOTT: Okay. And currently, it's --

13 MS. JOHNSTON: That was for September of 2022.

14 I'm sorry. September 2021, I believe, was -- let's  
15 see -- was five days.

16 MR. SCOTT: Okay. And we have a process in  
17 place for if someone is doing a renewal and runs into some  
18 difficulty -- we have a process to elevate that?

19 MS. JOHNSTON: Absolutely, yes. Our staff is  
20 always willing to help expedite in unique situations. If  
21 someone -- you know, there's been technical errors, they  
22 can't get the renewal in.

23 If they have a situation where they need to be  
24 renewed right away, we respond to inquiries from  
25 associations, from dealers, from Board Members, from our

1 executive team if we need to expedite an application. And  
2 staff is always willing to do that.

3 MR. SCOTT: Have we had any difficulty because  
4 of the fingerprinting? Are people reluctant to get it?  
5 Or don't understand the process --

6 MS. JOHNSTON: No, everybody seems  
7 to understand the process. We sent out a little over  
8 3,500 -- we sent out requests to over 3,500 individuals.  
9 We've received results already for about 89 percent of  
10 that.

11 MR. SCOTT: Okay.

12 MS. JOHNSTON: And there are a few that had  
13 been withdrawn because they have not responded and we  
14 haven't heard anything from them. So we're just assuming  
15 they decided that maybe they don't want to get  
16 fingerprinted --

17 MR. SCOTT: Yeah.

18 MS. JOHNSTON: -- and they don't want to get a  
19 dealer license. But it's been a small amount that have  
20 actually been withdrawn so far. Most of the dealers, when  
21 they get fingerprinted, we get the results within a couple  
22 of days.

23 MR. SCOTT: Okay. Thank you very much.

24 MS. JOHNSTON: You're welcome. Thank you.

25 MS. BACARISSE: Hold on, Monique.

1 MS. JOHNSTON: Yes?

2 MS. BACARISSE: I think Mr. Avitia has a  
3 question.

4 MR. AVITIA: Not necessarily a question,  
5 Chairman. For the record, Daniel Avitia, Executive  
6 Director.

7 Member Scott, I appreciate your question very  
8 much. And I want to assure both TADA and TIADA that we  
9 will do our level best in the Licensing Division to  
10 process these applications as quickly as Monique said,  
11 with quality in mind. If any dealer runs into situations  
12 or challenges with our system, with fingerprinting, with  
13 any component of the licensing schema requirement, please  
14 know that Monique will provide her direct cell phone  
15 number -- and I'm going to try to get it on the record.

16 I'm just kidding, Monique.

17 MS. JOHNSTON: Would you like me to just say it  
18 right now? I'm just kidding.

19 MR. AVITIA: No. Please know that any dealer  
20 can reach out to Monique directly, myself directly. And  
21 we'd be happy to help and work with any dealer that needs  
22 support from either Monique or myself.

23 MR. BACARISSE: Thank you. Members? Member  
24 Scott?

25 MR. SCOTT: Thank you, Daniel. I appreciate

1 that --

2 MR. AVITIA: Yes, sir.

3 MS. McRAE: Thank you, Daniel.

4 MR. AVITIA: Very much. Thank you.

5 MR. BACARISSE: Thank you again, Monique.

6 MS. JOHNSTON: Thank you.

7 MR. BACARISSE: Thank you. All right. So we  
8 can move to Item Number 8, which is rule proposals in  
9 Chapter 206, and I'd like to call David Richards up.

10 MS. FORE: Chairman Bacarisse?

11 MR. BACARISSE: Pardon me.

12 MS. FORE: I apologize for the interruption. I  
13 wonder if, Chairman, you would consider moving Item 8 to  
14 the end of the Agenda today?

15 MR. BACARISSE: Sure. Right. I think Member  
16 Graham had something to say about it or have his comments.  
17 So we'll hold that. We'll hold Item Number 8.

18 And we'll move to Item Number 9 on the Agenda,  
19 which is briefing and action items, especially plate  
20 designs. Patricia Ueckert is coming up. So good morning.

21 MS. UECKERT: Yes, good morning. Good morning,  
22 Chairman Bacarisse, Members, Executive Director Avitia.  
23 My name is Patricia Ueckert, and I'm the Director of the  
24 Operations Section in the Vehicle Titles and Registration  
25 Division.

1           This is Agenda Item 9, which can be found on  
2 page 46 of your board book. The action item before you is  
3 a request for Board approval or denial of a specialty  
4 plate design in accordance with the Board's statutory  
5 authority.

6           The following proposed plate design is from  
7 MyPlates, the State's specialty license plates marketing  
8 vendor, and was posted for public comment in November of  
9 2022. Austin FC, a new plate design, is proposed under  
10 Transportation Code, Section 504.851. 1,552 people liked  
11 this design and 350 did not.

12           This concludes my presentation on this action  
13 item, and I'm available to take any questions.

14           MR. BACARISSE: Members, any questions for Ms.  
15 Ueckert?

16           (No response.)

17           MR. BACARISSE: Thank you. Are there any  
18 public comments on this list?

19           MS. FORE: Elizabeth Fore. There are no  
20 commenters on this item.

21           MR. BACARISSE: All right. Good. Thank you.  
22 Please continue.

23           MS. UECKERT: That's all we have.

24           MR. BACARISSE: That was it? Oh, wow. Only  
25 one plate?

1 MS. UECKERT: Yep.

2 MR. BACARISSE: Amazing. All right. Great.

3 MS. UECKERT: Short and sweet this time.

4 MR. BACARISSE: Unbelievable. Great. All  
5 right. We'll move to Item Number 10, Finance and Audit.

6 Oh, we need to vote on that? We do, don't we?

7 Should we vote on this plate? Okay, let's do that.

8 MS. UECKERT: If you'd like to purchase it at  
9 some point in the future.

10 MR. BACARISSE: We should vote. Yes. Okay.

11 Good, good. All right.

12 In that case, I would like to now call the roll  
13 for voting on this -- do we need a motion, actually, to  
14 approve the plate? Man, I'm all out of sorts. It's  
15 Christmas. I'm just not here.

16 So I would entertain a motion on Agenda Item  
17 Number 9.

18 MS. McRAE: Chairman, I'd like to make a  
19 motion.

20 MR. BACARISSE: Vice Chair McRae?

21 MS. McRAE: I move that the Board approve the  
22 Austin FC specialty plate design as presented by staff.

23 MR. BACARISSE: Thank you. Is there a second?

24 MR. RAMIREZ: Second.

25 MR. BACARISSE: Member Ramirez, okay. Thank

1 you. I'm making notes, which would help me maybe stay on  
2 task.

3 I'll now call for the vote, if there's no other  
4 comment to this item.

5 MS. FORE: Still no commenters.

6 MR. BACARISSE: Okay. Thank you. Board Member  
7 Alvarado?

8 MR. ALVARADO: Aye.

9 MR. BACARISSE: Member Gillman?

10 MS. GILLMAN: Aye.

11 MR. BACARISSE: Member Graham is absent  
12 currently. Vice Chair McRae?

13 MS. McRAE: Aye.

14 MR. BACARISSE: Member Omumu?

15 MS. OMUMU: Aye.

16 MR. BACARISSE: Member Prewitt?

17 MR. PREWITT: Aye.

18 MR. BACARISSE: Member Ramirez?

19 MR. RAMIREZ: Aye.

20 MR. BACARISSE: Member Scott?

21 MR. SCOTT: Aye.

22 MR. BACARISSE: And I, Chairman Bacarisse, vote  
23 aye, as well. Okay. So there's eight votes. Thank you.  
24 Okay.

25 And now, we can move to Agenda Item Number 10,

1 which will be Jason Gonzalez and a report on our Finance  
2 and Audit Division status update. Good morning, Jason.

3 MR. GONZALEZ: Good morning. Pardon me. Good  
4 morning. Good morning, Chairman Bacarisse, Board Members,  
5 Executive Director Avitia.

6 For the record, my name is Jason Gonzalez. I'm  
7 the Principal Auditor for the Internal Audit Division, and  
8 will be presenting Item 10 on Salem Chuah's behalf.

9 The purpose of this item is to provide you with  
10 a status update on the Internal Audit Division's  
11 activities in the areas of fraud, waste, and abuse  
12 complaints, conducting internal engagements, and  
13 coordinating external engagements.

14 Starting out with fraud, waste, and abuse  
15 complaints. Page 51 of your Board materials shows a  
16 summary of the 18 complaints we received from September 1  
17 through November 15. Of the 18 complaints, 15 came to us  
18 from the State Auditor's Office and three from external  
19 parties.

20 We closed one complaint, as it did not pertain  
21 to our department, and referred the other 16 internally.  
22 We are currently reviewing information for one complaint,  
23 which came to us from an external party.

24 We also analyzed the results of our fraud pulse  
25 survey, which was administered in late October. The

1 survey was sent to 723 Department employees and included  
2 14 questions to understand how we are doing in the areas  
3 of ethics, reporting misconduct, accountability, and  
4 culture. We had 375 employees respond, which is a high  
5 participation of 52 percent.

6 The results are included on page 52 of the  
7 Board materials. Overall, results are positive, with all  
8 questions being answered favorably at 70 percent for agree  
9 or strongly agree. We had very strong scores for  
10 questions number one, which was staff knowing how to  
11 report suspected unethical behavior and fraud; question  
12 number two, staff understanding of how ethical guidance  
13 applies to them; and question number six, staff not  
14 feeling pressure to engage in unethical behavior.

15 Answers with lower percentages of strongly  
16 agree or agree include question number five, staff feeling  
17 confident that if unethical behavior or fraud were  
18 reported, that appropriate action would be taken; question  
19 number 10, management taking action when there is  
20 inappropriate behavior; and question number 11, senior  
21 leaders taking responsibility.

22 It's important to note that these questions  
23 that are rated lower have the highest percentage of staff  
24 that answered unsure. As such, we will be addressing  
25 these topics and results in our shop talk, an all-staff

1 meeting in early January.

2 On page 53, there's a graphic showing the  
3 status of all internal and external engagements. Starting  
4 out with internal engagements, we have the fiscal year  
5 2023 risk assessment for the second six months in planning  
6 stage. We will be holding discussions with each division  
7 to update our risk scores, which will, in turn, drive the  
8 updated fiscal year 2023 internal audit plan for the  
9 second six months.

10 There are four engagements that were issued in  
11 late November. The first is the business continuity  
12 audit. It's laid out on page 55. The objective was to  
13 determine whether the Department designed and implemented  
14 controls to ensure operational resilience in accordance  
15 with State requirements and best practices.

16 Continuity planning allows an organization to  
17 maintain operations during and after disruptive events.  
18 And we found that the Department's continuity planning  
19 processes are a level two, informal and reactive.

20 For example, the business process analysis and  
21 business impact analysis was performed inconsistently with  
22 each division providing different information. The  
23 circular for the Federal Emergency Management Agency, or  
24 FEMA, which is adopted by the State Office of Risk  
25 Management states that these analyses should be approached

1 systematically.

2 Also, the continuity operations plan did not  
3 have a multi-year strategic plan that provides for the  
4 maintenance and review of the plan. For example, we did  
5 not find regular testing, training, or exercises. We  
6 acknowledge that a real-life event, such as COVID-19,  
7 could serve as a substitute for conducting preparedness  
8 exercises, but none have been performed since the summer  
9 of 2020.

10 We also surveyed a sample of Department staff,  
11 and found that the majority of staff are not familiar with  
12 the plan or not aware that they have responsibilities  
13 under the plan, and do not know how to learn more. We  
14 issued two recommendations rated high priority for ITSD to  
15 address.

16 Any questions on that?

17 (No response.)

18 MR. GONZALEZ: The second engagement is the  
19 contract development audit, the executive summary included  
20 on page 77 of the Board materials. The audit's objective  
21 was to evaluate whether the Department's process is in  
22 place to ensure that contracts are developed and reported  
23 in accordance with applicable requirements, and whether  
24 statements of work are well-defined.

25 We found the Department's contract development

1 processes are at a level three, established. The  
2 purchasing function achieves its purpose in an organized  
3 way, but may not be following established processes  
4 consistently. We had three major results.

5 First, we found that the Department established  
6 a procurement and procedures guide, but that it has not  
7 been updated since 2020, even though there have been  
8 substantive changes in the Comptroller of Public Accounts'  
9 Procurement and Contract Management Guide, which is the  
10 authoritative source for contracting. Also, the contract  
11 templates that the Department uses did not contain five  
12 out of 21 essential clauses that must be present for all  
13 contract types.

14 Second, we tested a sample of contracts and  
15 determined that the Department has well-defined statements  
16 of work, but we should better document all contract files.  
17 Going into a little more detail here, we compared 11  
18 contracts that required a statement of work to best  
19 practices across different federal and state entities, and  
20 found that the Department's contracts included all nine  
21 best practice sections included in the other entities.

22 However, as it relates to contract files, the  
23 Department did not document the historically underutilized  
24 business, or HUB, review. There are also four contracts  
25 in which the contract files did not include completed

1 nepotism or conflicts of interest forms.

2           Finally, the Department performs a monthly  
3 reconciliation to ensure that contracts exceeding \$50,000  
4 are reported to the Legislative Budget Board. However,  
5 without a centralized method to track all contracts, we  
6 could not determine if all contracts that have a \$50,000  
7 in a maximum value -- as opposed to current value -- are  
8 being reported as required.

9           We issued eight recommendations for the Finance  
10 and Administrative Services. Five were rated at a high  
11 priority, and three were rated as low priority.

12           The third engagement is the webDEALER advisory,  
13 which was completed by our contractor, Weaver. The  
14 objective was to identify weaknesses in the webDEALER  
15 system that may allow for opportunities to commit fraud.

16           We found opportunities for improvement in five  
17 areas: application security, application enhancements,  
18 change management, reporting and automation, and business  
19 process. The Weaver team is here today -- they're over  
20 there -- and will share more details in closed session.

21           The fourth engagement is the fiscal year 2022  
22 quality assurance and improvement program, which is an  
23 internal assessment of the Internal Audit Division and is  
24 required by auditing standards. In the executive summary  
25 on page 98, we issued six results.

1           Based on our self-review, we are in compliance  
2 with all audit standards. We tracked 90 fraud, waste, and  
3 abuse allegations in the last fiscal year. We implemented  
4 the recommendation from our 2021 external peer review  
5 assessment on documenting how we select samples in audits.

6       We maintained a level four in the capability maturity  
7 model and met most of our key performance metrics.

8           Out of the six key performance metrics, we have  
9 one involving implementation of recommendations in which  
10 divisions implemented 13 out of 22 Internal Audit  
11 recommendations. This is lower because Internal Audit  
12 recommendation due dates will now remain static without  
13 pushing due dates into the future. We are working with  
14 divisions to get status updates every quarter on how they  
15 have progressed in implementing our recommendations.

16           The second is our communication score in client  
17 surveys at the end of engagements. We were at 75 percent,  
18 which is 5 percent below our target. Our target rate's 80  
19 percent. We had two engagements in fiscal year 2022 that  
20 fed into this score: the access management advisory and  
21 the dealer licensing process audit.

22           Moving on to external engagements, there are  
23 two that continue to be in progress. We still have the  
24 dual employment desk audit by the Comptroller of Public  
25 Accounts, as well as the audit by the State Auditor's

1 Office on the Department's processing controls related to  
2 the production and use of temporary vehicle tags.

3 There has been no change in audit objective,  
4 scope, or timeline. The audit report is expected to be  
5 released in March 2023, and additional information on  
6 preliminary observations will be shared in closed session.

7 This concludes the Internal Audit Division  
8 status update, and I'm happy to answer any questions.

9 MR. BACARISSE: Members, any questions for  
10 Jason?

11 MR. PREWITT: Mr. Chairman?

12 MR. BACARISSE: Yeah.

13 MR. PREWITT: A question on the business  
14 continuity audit.

15 MR. GONZALEZ: Yes, sir?

16 MR. PREWITT: If the staff implements the  
17 recommendations that audit has given for that, does that  
18 take us to a level three in terms of being more of an  
19 established process for level two?

20 MR. GONZALEZ: Off the top of my head, I think  
21 possibly, but I'd have to look at the actual to see how we  
22 rated that process because sometimes we can have -- the  
23 recommendation doesn't necessarily look at specific  
24 processes, how they have improved. But it's something we  
25 could evaluate to see if we would increase that.

1 MR. PREWITT: All right. Thank you.

2 MR. GONZALEZ: I can ask Salem or I can get  
3 back to you on the specifics of that.

4 MR. PREWITT: Okay. Thank you, sir.

5 MR. GONZALEZ: Yes, sir.

6 MR. BACARISSE: Any other questions, Members?  
7 Member Scott?

8 MR. SCOTT: On the fraud pulse survey  
9 results --

10 MR. GONZALEZ: Yes, sir?

11 MR. SCOTT: -- just curious -- I see some --  
12 you know, there's some variation in scores. Was there  
13 anything identified on this particular section that needs  
14 additional concern? Or --

15 MR. GONZALEZ: No, I think that's something  
16 we'll discuss with management during our risk evaluation.  
17 Those risks are considered when we go and speak directly  
18 to division management. So they're on our profile to have  
19 those specific conversations with senior management.

20 MR. SCOTT: Could you tell again who  
21 participated in this particular survey?

22 MR. GONZALEZ: Yes, sir. We took a sample of  
23 staff employees and distribute it from senior management  
24 all the way to staff level management to get a broad range  
25 of employees and their perspective on fraud, waste, and

1 abuse.

2 MR. SCOTT: Okay. I just -- I see on question  
3 five, it was a lot of disagree, unsure. It says, "I feel  
4 confident, if reported, unethical behavior or fraud,  
5 appropriate action would be taken." We have a 72 percent  
6 agree score there.

7 MR. GONZALEZ: Yeah, I mean, I think the thing  
8 to consider there is unsure. I think when people don't  
9 know how to manage that or answer that question, it does  
10 impact it in a negative manner.

11 That's why we want to bring those questions up  
12 during shop talk -- so, that's our public-facing -- that's  
13 our employee meeting -- so that can be made aware so that  
14 maybe next time we ask that survey question, that people  
15 know to answer it.

16 MEMBER SCOTT: Okay. Again, was there anything  
17 here that needed additional attention? Are we going to  
18 spend some more time on -- like, question 11, "Senior  
19 leaders in my organization take responsibility."

20 We have a 71 percent agree, 77 percent unsure.

21 I'm just wondering if there's a problem with the  
22 question. Or --

23 MR. GONZALEZ: I mean, that's something we'll  
24 definitely evaluate. And I think that's the reason we are  
25 bringing up -- so we can start having those conversations.

1 I don't think any -- during our initial conversations and  
2 our review, we didn't see any massive -- the red flags are  
3 obviously presented to senior management.

4 But we didn't see them as red flags. We saw  
5 them as opportunity to increase communication and  
6 educational efforts.

7 MR. SCOTT: This is for the fall of 2022. The  
8 survey was actually taken back in, like, mid summer or --

9 MR. GONZALEZ: Yes, sir. I believe we closed  
10 that out in -- I don't know the specific date, but it  
11 would have been fourth quarter or early first quarter that  
12 we would have closed out that. Yes, sir.

13 MR. SCOTT: All right. Thank you very much.

14 MR. GONZALEZ: Yes, sir.

15 MR. BACARISSE: Members, I think that Executive  
16 Director Avitia might be able to add some information  
17 here.

18 MR. AVITIA: Indeed, Chairman. Thank you. For  
19 the record, Daniel Avitia, Executive Director.

20 Member Scott, you have identified some  
21 significant questions there where I, too, had concern  
22 about the response rate. Keep in mind that this survey  
23 was taken at a time when staff were angry, somewhat  
24 frustrated because they saw us in the headlines, and they  
25 felt that action wasn't being taken to address the issue

1 with temp tag and other related items. So they felt  
2 unsure about how things were going to work.

3 If we take this survey again next year -- and I  
4 think we do this annually, correct, Jason?

5 MR. GONZALEZ: That's correct.

6 MR. AVITIA: If we take this survey next year,  
7 my hope is that these figures and these percentages would  
8 only increase knowing and hearing from staff as we do.  
9 And understanding that they now see that the Agency and  
10 the Board has taken some pretty significant action over  
11 the last couple of months to remedy what everybody felt  
12 was just a black eye on the Agency.

13 MR. BACARISSE: Okay.

14 MR. SCOTT: Thank you, Daniel. I appreciate  
15 that.

16 MR. AVITIA: Yes, sir.

17 MR. SCOTT: I would anticipate the same thing.

18 I think with all the changes that have been and the  
19 action that's been taken over the spring and summer, I  
20 would hope to see some improvement in these scores. And I  
21 think you've identified an area that we can look for some  
22 pretty radical improvement.

23 MR. AVITIA: Yes, sir.

24 MR. SCOTT: I hope so. Thank you very much.

25 MR. GONZALEZ: Yes, sir. Thank you.

1 MR. BACARISSE: Members, any other questions  
2 for Mr. Gonzalez? Member Ramirez?

3 MR. RAMIREZ: Did we take the survey in '21?  
4 And what was the benchmark? I recall seeing something  
5 similar last year, and I was actually pleasantly surprised  
6 by this one because I think it reflected better than the  
7 2021 survey. So did we take one with the same benchmark  
8 questions?

9 MR. GONZALEZ: They would have been similar  
10 questions. I don't that they were the exact same  
11 questions.

12 With some management change, we have had some  
13 tweaking of our survey questions. And so, I'm not sure we  
14 can do a one-to-one comparison, but we can probably look  
15 at it as a whole to evaluate any significant differences.

16 MR. RAMIREZ: My memory's a bit fuzzy on it,  
17 but I recall it being concerning to me back in '21. So --

18 MR. GONZALEZ: Yeah, I mean, it is part of our  
19 annual activities. We do conduct a fraud pulse survey and  
20 do that.

21 MR. RAMIREZ: And I agree with the 20 percent  
22 unsure results. This is a time of drastic turnover, not  
23 just the very top levels, but mid-levels also. So we  
24 would expect it to be better next time. Thank you.

25 MR. GONZALEZ: Yes, sir. Thank you.

1 MR. BACARISSE: Members, any other questions?

2 (No response.)

3 MR. BACARISSE: Okay. Thank you.

4 I believe we want to go back to Agenda Item  
5 Number 8 -- Liz, if we may do that -- just to move forward  
6 on the Agenda. That had to do with the rule proposal,  
7 Chapter 206.

8 I think Vice Chair McRae is happy to be able to  
9 step in for Member Graham. I think Member Graham had some  
10 questions on this. I'm not seeing him here, but we want  
11 Mr. Richards to come forward now, if we may, and proceed  
12 with Agenda Item Number 8.

13 Thank you, Mr. Richards.

14 MR. RICHARDS: Good morning --

15 MR. BACARISSE: Good morning.

16 MR. RICHARDS: -- Chairman Bacarisse, Members,  
17 Executive Director Avitia. My name is David Richards for  
18 the record, Associate General Counsel in the Office of  
19 General Counsel.

20 The rule proposal that I'm bringing forward to  
21 the Board today -- while it may seem as a light lift, it's  
22 a very important lift in that it pertains to amendments  
23 relating to our advisory committees that the Board's  
24 created.

25 If you recall, the 86th legislative session and

1 Sunset recommendations 1.7 called on the Board to create  
2 advisory committees. This particular proposal today  
3 before you proposes amendments to 43 206.94 through  
4 206.97.

5 The amendments are necessary to extend the  
6 expiration dates for advisory committees, expand the scope  
7 of the Consumer Protection Advisory Committee to include  
8 the scope of practice or work that the -- well, the  
9 Customer Service Advisory Committee handles -- as well as  
10 rename this new committee the Customer Service and  
11 Protection Advisory Committee.

12 In conjunction with this rule packages, the  
13 repeal of the Customer Service Advisory Committee --  
14 specifically, each of the advisory committees: the Motor  
15 Vehicle Industry Regulation Advisory Committee, the Motor  
16 Carrier Regulation Advisory Committee, the Vehicle Titles  
17 and Regulation Advisory Committee, and the Consumer  
18 Protection Advisory Committee. The proposal plans to  
19 extend by four years their existence.

20 Currently, they're set to expire July 7, 2023.

21 So it will effectively -- if you agree to this  
22 proposal -- continue the advisory committees until 2027,  
23 same day -- July 7.

24 The proposal also will repeal the Customer  
25 Service Advisory Committee. The specific work or

1 objectives of that committee have been completed, and new  
2 Customer Service and Protection Advisory Committee will be  
3 charged with picking up any of those issues that CSAC used  
4 to handle and cover those, as well.

5 The Department's proposing that primarily to  
6 combine the collective expertise and interests of both  
7 committee into one committee. I feel that maximizes  
8 efforts and results that we will have by one combined  
9 committee.

10 This, as I said, is a rule proposal. It's an  
11 action item. We're requesting that approval to post in  
12 the *Texas Register* for a 30-day comment period.

13 Happy to entertain any questions, if you have  
14 them.

15 MR. BACARISSE: Members, any questions for Mr.  
16 Richards on this item?

17 (No response.)

18 MR. BACARISSE: Hearing none, I would entertain  
19 a motion on Agenda Item 8.

20 MS. OMUMU: Mr. Chairman, I would like to make  
21 a motion, please.

22 MR. BACARISSE: Member Omumu?

23 MS. OMUMU: I move that the Board approve the  
24 proposed amendments to Sections 206.94 through 206.97 and  
25 the repeal of Section 206.98 concerning advisory

1 committees as recommended by staff.

2 I also move that the Board grant the Department  
3 the authority to make technical corrections and revisions  
4 approved by the Department's general counsel that are  
5 necessary for compliance with the state or federal law for  
6 acceptance by the Secretary of State for filing and  
7 publication in the *Texas Register*.

8 MR. BACARISSE: And is there a second to this  
9 motion?

10 MS. McRAE: I'll second, Chairman.

11 MR. BACARISSE: Vice Chair McRae seconds. And  
12 is there any further discussion on this motion now?

13 (No response.)

14 MR. BACARISSE: Liz, are there any public  
15 comments on this motion?

16 MS. FORE: Elizabeth Fore. There are no  
17 commenters on this Agenda item.

18 MR. BACARISSE: Thank you. Hearing no  
19 comments, I would now like to move to a vote on Agenda  
20 Item 8.

21 Member Alvarado?

22 MR. ALVARADO: Aye.

23 MR. BACARISSE: Member Gillman?

24 MS. GILLMAN: Aye.

25 MR. BACARISSE: Member Graham is absent at the

1 moment. Vice Chair McRae?

2 MS. McRAE: Aye.

3 MR. BACARISSE: Member Omumu?

4 MS. OMUMU: Aye.

5 MR. BACARISSE: Member Prewitt?

6 MR. PREWITT: Aye.

7 MR. BACARISSE: Member Ramirez?

8 MR. RAMIREZ: Aye.

9 MR. BACARISSE: Member Scott?

10 MR. SCOTT: Aye.

11 MR. BACARISSE: And I, Chair Bacarisse, am aye,  
12 as well. That's eight votes for it. None opposed.

13 Thank you, Members. We will now return back to  
14 Agenda Item Number 11, which is the Projects and  
15 Operations Committee update.

16 Did you all have a good meeting yesterday?  
17 Member Prewitt, who chairs that committee for us, thank  
18 you. You had a lot of important items on your agenda. Do  
19 you want to give us a rundown?

20 MR. PREWITT: Yes, thank you, Mr. Chairman.  
21 Thank you, Chairman Bacarisse, Executive Director Avitia,  
22 and Members.

23 Yesterday on 12/7/22 at 2:00 p.m., Vice Chair  
24 McRae, Members Alvarado and Scott and I participated in  
25 the Projects and Operations Committee meeting. And we

1 received briefings from the Department staff.

2 The first item briefing is the Camp Hubbard  
3 Renewal Project update. You'll find that on page 108 of  
4 your Board book. If somebody could assist with the slides  
5 here, given my lack of technological experience on the  
6 slides.

7 First slide is the renewal slide. Do we have  
8 somebody? Yeah? Okay, we've got one working.

9 Chris Hayden, Department's Deputy Chief  
10 Financial Officer and Ann Pierce, the Department Director  
11 of Administrative Services provided an update on the  
12 status of Camp Hubbard Renewal Project. Next slide,  
13 please.

14 A notable highlight, the presentation included  
15 that the new building design project initially kicked off  
16 in early May of this year, and we are officially at mid  
17 point in the Phase I design process. Next slide, please.

18 Numerous meetings and workshops have been held  
19 with core team members, the Texas DMV, the Texas  
20 Facilities Commission, and MarmonMok -- our architectural  
21 firm -- as well as facilities, security, and information  
22 technology experts, and staff from the across the  
23 Department to solicit feedback and determine unique  
24 division needs for future building. Next slide, please.

25 The current campus buildings are nearly 70

1 years in age, as many of you have witnessed if you've been  
2 here for any period of time, and they have exceeded their  
3 usefulness. The Camp Hubbard Building 1 was built in  
4 1955, Camp Hubbard Building 2 was built in 1958 -- my date  
5 of birth -- and Camp Hubbard Building 3 was built in 1963,  
6 and Camp Hubbard Building 5 was built in 1955.

7 So these buildings were all getting up in  
8 years. And because of the year they were built, they did  
9 contain certain materials that are no longer accepted,  
10 such as asbestos, lead paint, and the like. Next slide,  
11 please.

12 The cost to provide required maintenance for  
13 existing facilities to ensure those buildings are safe to  
14 continue to inhabit, meet current code requirements, and  
15 address the functional needs of the Department would  
16 roughly cost \$180 million. Additionally, the lifetime  
17 operating costs of these existing buildings would be  
18 greater than that of a new building constructed to current  
19 energy code requirements. The next slide, please.

20 MR. BACARISSE: Mr. Prewitt, may I interrupt  
21 you just a moment, too?

22 MR. PREWITT: Yes.

23 MR. BACARISSE: For the record, let it be known  
24 that Member Graham has joined the meeting. Thank you.

25 Member Graham, welcome.

1 MR. GRAHAM: Thank you.

2 MR. PREWITT: Welcome, Member Graham.

3 One of the guiding principles of the project --  
4 the overall principle we have for the campus is creating  
5 an environment that supports employees. One of the  
6 guiding principles of the project is to ensure an  
7 energy-efficient facility for the employees.

8 The project requirements regarding  
9 sustainability include that the building renovations must  
10 meet or exceed the State Energy Conservation Office, SECO,  
11 regulations, which are intended to achieve many of the  
12 efficiencies for which third-party certifications as  
13 sustainable design are typically pursued, such as LEED  
14 certification, which is Leadership through Energy and  
15 Environmental Design. The next slide, please.

16 Through the design process, the project team  
17 has taken significant steps to reduce the overall building  
18 cost. And initial plans call for the demolition of all  
19 existing buildings, construction of a five-story building  
20 with a parking garage, and the same square footage to  
21 accommodate all headquarter staff to be on site daily.

22 By furthering the developing Department needs  
23 and applying cost-saving opportunities, design process now  
24 recommends that we build a three-story building versus the  
25 five-story building they initially envisioned. We

1 maintain and renovate existing Building 6, and reduce the  
2 overall square footage that were deconstructed, assuming  
3 70 percent of projected staff work on site, which will  
4 result in a 27,000 square foot decrease in total campus  
5 space.

6 In addition, a parking study was conducted that  
7 determined enough flat surface parking could be developed  
8 across the campus to no longer require a parking garage at  
9 this time, which, in turn, results in savings by not  
10 having to build a parking garage.

11 Are there any questions?

12 (No response.)

13 MR. PREWITT: Next slide, please. Given no  
14 questions, let's move on to Agenda Item 11B, which is  
15 technology projects.

16 Ms. Wendy Barron will give that presentation,  
17 and she's been very busy, we understand.

18 MS. BARRON: Good morning, Chairman, Members of  
19 the Board, Director Avitia. For the record, I'm Wendy  
20 Barron, Chief Information Officer at the Texas Department  
21 of Motor Vehicles.

22 Yesterday I had the opportunity to present a  
23 briefing on the Department technology projects to the  
24 Projects and Operations Committee. This is a briefing  
25 item only, and no recommendations were made. My update

1 included a description and status update on 13 priority  
2 projects and initiatives overseen by my division.

3           The projects and initiatives reviewed included  
4 a grouping of registration and title system or RTS  
5 projects that included the tax assessor-collector, or TAC,  
6 T1 upgrade; the TAC workstation refresh; Texas by Texas;  
7 the RTS batch cycle project -- which I'm happy to report  
8 is complete; the Regional Service Center, or RSC, credit  
9 card project; and our RTS performance stabilization  
10 efforts.

11           I also reported on a grouping of webDEALER  
12 projects that included the statewide webDEALER Adoption,  
13 or SWA, Phase II; webSALVAGE; and information on the temp  
14 tag redesign.

15           Motor Carrier projects that I presented about  
16 included the Motor Carrier Credentialing System, or MCCS,  
17 rewrite; the Texas International Registration Plan, or  
18 TxIRP, upgrade; and then, another project, the Call Center  
19 upgrade, Phase II.

20           I also briefed the Committee on our efforts  
21 around project prioritization. I'll touch that this a new  
22 effort to collectively report and assess all IT-related  
23 initiatives, not just the major projects, so that we can  
24 better prioritize and assign capacity of our available  
25 resources.

1           This concludes my presentation, and I'm here to  
2 answer any questions the Board may have.

3           MR. BACARISSE: Members, any questions for Ms.  
4 Barron? Member Scott?

5           MR. SCOTT: Thank you, Ms. Barron. Could you  
6 back up to the -- I don't even know what the RTS batch  
7 cycle is.

8           MS. BARRON: Yes, sir. That is an effort that  
9 we undertook to rewrite -- initially, it was going to be  
10 33 priority batch processes.

11           So our older RTS system is a mainframe-based  
12 system. Even though it's not on the mainframe anymore, it  
13 acts like it is. And the data has to be processed or  
14 batched to then be used for reporting and analysis.

15           And so, we had some processes, these batching  
16 processes, that were taking 12 hours or more to complete.

17           And so, we worked on rewriting these processes. We got  
18 some that were these 12-hour processes down to under an  
19 hour.

20           I will say, too, that we started off with the  
21 plan to rewrite 33, and we were able to rewrite 170. So  
22 this was a very successful project. And the benefit is  
23 that we can process reports much more quickly.

24           Sometimes there will be things that happen in  
25 the data center that will interrupt a batch or something

1 like that. And it's not really a big deal anymore because  
2 we can just flip that and still have the batch run  
3 overnight and the reports are available in the morning.  
4 Whereas, prior, the report may -- Tammy knows -- the  
5 report may not be available until the afternoon or the  
6 next day. So --

7 MR. SCOTT: So this is something that we run on  
8 a regular basis?

9 MS. BARRON: Yes, sir.

10 MR. SCOTT: Okay.

11 MS. BARRON: These batches process daily.

12 MR. SCOTT: Okay. So when it took so long --  
13 12 hours as an example -- did that interrupt or interfere  
14 with our service to the tax assessors? Or what were the  
15 consequences of those delays?

16 MS. BARRON: All right. So these batches would  
17 run overnight, and they take a tremendous amount of  
18 effort. And for example, if we were doing work -- like we  
19 had a release or a hot fix, especially on a weeknight or  
20 something like that, that would interrupt the batch.

21 And so, there would be 12 hours, enough time  
22 from business close to business open, but if we had to do  
23 anything overnight like a release or something, it would  
24 delay the batch. And so, those reports wouldn't be  
25 available first thing the next morning. It could be later

1 in the morning or in the afternoon, or possibly even the  
2 next day, depending on how long the batch ran.

3 And so now these batches are running under an  
4 hour -- sometimes, just a matter of minutes. So we do a  
5 release. And then, we run the batches and it can all be  
6 contained and ready for the tax assessors the next  
7 morning.

8 MR. BACARISSE: I think Vice Chair McRae can  
9 add to that discussion.

10 MS. McRAE: The delay on the back end of that  
11 in the tax assessor's office -- the first thing we do each  
12 morning when we come in is these reports. We're able to  
13 pull these reports. And if they were not there, it would  
14 delay us balancing.

15 And, of course, a lot of the tax  
16 assessor-collectors' offices have armored  
17 transportation -- such as my office -- that come in and  
18 pick up our reconciled funds. But this would delay us in  
19 being able to reconcile and being able to get those funds  
20 to the bank. So this update has been crucial in giving us  
21 the ability to be able to quickly take care of that  
22 reconciliation and getting those funds to the bank.

23 MR. SCOTT: Okay.

24 MS. McRAE: So kudos to them.

25 MR. SCOTT: Yep, thank you. So this wasn't new

1 equipment? Or there's no financial -- it was just like  
2 software rewrites? Or --

3 MS. BARRON: Yes, sir. It was just -- there  
4 was code in the system that our developers analyzed,  
5 looked at, and basically rewrote so that it was more  
6 efficient and would take less time to run.

7 MR. SCOTT: All right. Is there more work  
8 being done it to shorten it even more? Or were you  
9 satisfied with where we are?

10 MS. BARRON: So we've kind of shifted to  
11 operationalizing this. So as we have capacity, we're  
12 working on the additional batches. There's about 800  
13 batches in all. But the rest of them are lower priority,  
14 less impact for the tax assessor-collectors.

15 And I'd also to add that in rewriting it, we  
16 were moving over to newer code, too. So it was an older  
17 MAC Senso [phonetic], which is a proprietary code  
18 converter. And now we've rewritten into just straight  
19 Java, and it's, like I said, much more efficient and runs  
20 much more quickly.

21 MR. SCOTT: All right. Thank you very much. I  
22 appreciate that.

23 MS. BARRON: You're welcome.

24 MR. BACARISSE: Member Prewitt, do you have a  
25 question?

1           MR. PREWITT: Just kudos to Wendy, you and your  
2 staff, and the collaborative nature with the tax assessors  
3 community. It's just been refreshing to see. And thank  
4 you all for your hard work.

5           MS. BARRON: Well, thank you.

6           MR. PREWITT: We all appreciate it.

7           MS. BARRON: Thank you. You're welcome.

8           MR. BACARISSE: Ms. Barron, I'm interested to  
9 understand how much of that work that you all have done  
10 would impact our migration to a new RTS. Will that work  
11 carry forward? I know you have to do a whole bunch more,  
12 but --

13           MS. BARRON: So that work definitely helps us  
14 move forward into the modernization. You know, one of the  
15 things that we're really focusing on right now is getting  
16 RTS in the best shape it can be. And so, rewriting these  
17 batches was one of those things. You know, getting things  
18 where they run as quickly as possible.

19           In our stabilization efforts, another thing  
20 that we've accomplished is we had some memory leaks. And  
21 what that is is over time, in this old code, it would be  
22 using processor --

23           MR. BACARISSE: Poor computer time --

24           MS. BARRON: -- speed. Yeah, it would more  
25 computer time.

1 MR. BACARISSE: -- for the processing.

2 MS. BARRON: And so, over time, that was taking  
3 up space. And Tammy can attest, RTS would start slowing  
4 down.

5 And we were what we call bouncing the servers  
6 twice a week and looking at going to three times a week.  
7 And this was concerning. It was growing exponentially.  
8 And eventually, we were going to run out of day, right?

9 And so, our team combed through thousands and  
10 thousands of lines of code, found several places where  
11 these memory leaks were occurring, fixed that. And now,  
12 the only time we bounce the servers is when we're doing a  
13 release. So we are not doing weekly server bounces,  
14 certainly not twice a week. We only bounce the server  
15 when we do a release, and that's to update the code.

16 So things like that, we are working very hard  
17 to, like I said, get RTS in a really good position where  
18 things are running the way they need to run so that as we  
19 move into this modernization effort, we're in the best  
20 position possible.

21 MR. BACARISSE: Vice Chair McRae? And then,  
22 Member Ramirez, I'll come to you.

23 MS. McRAE: I just wanted to echo that, Wendy.  
24 I mean, RTS is -- I'm aging myself now, but I was around  
25 when RTS was implemented. And it was wonderful back in

1 the day.

2 But we have outgrown -- Texas has outgrown the  
3 system. And we've done the best that we could do with the  
4 system. And I have to say, since Wendy has been in this  
5 position, she has been very receptive to all of the many  
6 calls and e-mails and complaints -- because ultimately,  
7 we're all trying to accomplish the same goal, which is to  
8 service our constituents out in the communities.

9 And so when RTS goes down or slows down, it  
10 impacts the tax assessor's office ability to be able to  
11 service those customers in our lobby. So each month,  
12 there is a meeting between the tax assessor collectors,  
13 leadership, and members of DMV, and Wendy is on those.

14 And I just want to say how much we appreciate  
15 your help, and you're constantly looking to improve the  
16 system and have been receptive. So we do appreciate that.

17 MS. BARRON: You're welcome. Glad to do it.

18 MR. BACARISSE: Member Ramirez?

19 MR. RAMIREZ: I had a question. I know that  
20 broadband access and connectivity has been a problem in  
21 some of our rural areas. Is there anything we're doing as  
22 DMV? Have we been requested to kind of help hold some of  
23 these smaller counties' hands and help them kind of  
24 improve their infrastructure so that there is no  
25 significant down time?

1 I know it's a problem. I know it's reared its  
2 head recently. I just didn't know if we were leveraging  
3 our resources to help them.

4 MR. BACARISSE: And I would say I think it's  
5 even a problem in some of our urban areas.

6 MS. BARRON: Oh, yeah. Absolutely.

7 MR. BACARISSE: Just the connectivity, right?

8 MS. BARRON: Absolutely. So we're working on  
9 the TAC T1 refresh, and that project -- most of our county  
10 offices are serviced by, again, very old technology -- T1  
11 lines. And so, we're in Phase I of the project.

12 There are county offices that have services  
13 provided directly by AT&T. And we are working to convert  
14 those first to metro ethernet.

15 And then, the second wave of counties that  
16 aren't 100 percent serviced by AT&T -- we're looking at  
17 all solutions. I am having conversations with vendors  
18 that provide different kinds of services, and there are a  
19 lot of new and really innovative services out there.

20 There's cellular. There's line-of-sight  
21 wireless. There's opportunities around satellite.

22 For those of you who have heard of Starlink,  
23 that's satellite, but it's a different type of satellite.

24 It's showing some real promise for those rural  
25 communities.

1 I'm also partnering with other CIOs at other  
2 agencies -- Texas Parks and Wildlife also has challenges.  
3 I mean, some of our state parks are in very, very remote  
4 locations. And so, actually, the CIO at Parks and I  
5 actually meet monthly to just talk about, Hey, what are  
6 you doing? What problems have you seen? How are you  
7 solving that problem?

8 And I'm working with other CIOs, as well, just  
9 to find solutions. And the broadband issue for rural  
10 communities is certainly a topic among the CIOs at the  
11 State. Most every conference that I attend or participate  
12 in does -- there's usually some conversation about  
13 broadband.

14 So for DMV, I'm looking at solutions for our  
15 tax assessor-collector customers. But I think as a state,  
16 collectively, the IT leadership is trying to find  
17 solutions overall, as well.

18 MR. RAMIREZ: Yeah, absolutely. I don't think  
19 this is something that falls on your shoulders broadly.  
20 But I do know that out of COVID came quite a lot of  
21 resources from the federal level to help improve that type  
22 of infrastructure.

23 So I'd hope that -- and I know Comptroller  
24 Hegar's office is working an implementation plan. But I'd  
25 hope that we get some sort of standardized guidance across

1 the state to help every agency do that.

2 MS. BARRON: Yes, yes.

3 MR. RAMIREZ: I know that we rely on it pretty  
4 heavily. So --

5 MS. BARRON: Absolutely. And DIR is working to  
6 try to be the leader of the agencies to help guide, as  
7 well.

8 MR. BACARISSE: I think the work you're doing  
9 in the reprogramming and recoding is so essential. You  
10 know this. But I just want to say thank you.

11 As we prepare for RTS, you want to examine  
12 every business process and you don't want to recode bad  
13 process. So you're doing the heavy lift right now that  
14 will prepare us for a better transition to RTS 2.0. So  
15 thank you for that.

16 MS. BARRON: You're welcome.

17 MR. BACARISSE: It's something I think about.  
18 And so, Member Scott?

19 MR. SCOTT: You said we're on Phase I?

20 MS. BARRON: Yes, sir.

21 MR. SCOTT: Okay. So what's the timeline for  
22 Phase I?

23 MS. BARRON: We anticipate being completed with  
24 all the counties by October of next year, 2023.

25 MR. SCOTT: Okay.

1 MS. BARRON: It's somewhat dependent on AT&T,  
2 and they're the ones doing work. There are some locations  
3 that do have construction needs, and AT&T will be  
4 providing that construction.

5 And so, I suspect that we probably will be  
6 finished sooner than October, but we wanted to set  
7 expectations if there are -- because we have had  
8 challenges in the past when you get into construction, and  
9 there's a surprise, right? So we anticipate for sure  
10 being done with first phase.

11 And we are starting to work on the second phase  
12 now that we've got things going on this first group of  
13 counties. We are looking at what solutions and what  
14 opportunities for different technologies for that second  
15 phase.

16 MR. SCOTT: Okay. So the folks in Phase I -- I  
17 mean, is that where AT&T is already into the building?

18 MS. BARRON: Yeah. So kind of the way it works  
19 is, you know, AT&T provides the line all the way to the  
20 circuit. And then you have other areas where AT&T hands  
21 off for what they call the last mile. And so, it may be  
22 Frontier. Or, I mean, when you get some of the more rural  
23 counties, it's even smaller providers.

24 And so AT&T gave us an offer to waive the  
25 construction cost for any conversions where they own the

1 line all the way to the building. Because they hand it  
2 off to another provider, they couldn't waive those  
3 construction costs because it's the provider that's  
4 actually going to be doing the construction work.

5 And so it was about half of the counties that  
6 had this set up. And so we were able to waive the  
7 construction costs on those county locations. Well, it's  
8 all of the counties. Half of the locations, we are able  
9 to waive the construction costs for those.

10 And it was something that we needed to get  
11 rolling as quickly as possible. And so, we've got it  
12 underway.

13 We actually have about 30 percent of those  
14 sites are completed already. We've submitted the tickets  
15 through the DIR process. It's a process.

16 And so, we have submitted tickets for all of  
17 those sites, and AT&T is now processing those, scheduling  
18 those out, doing site surveys to determine what  
19 construction, if any, is needed. And we just will  
20 continue to work that through to the end.

21 Meanwhile, we are starting the process of  
22 looking for solutions for the other locations that don't  
23 have full service by AT&T.

24 MR. SCOTT: So in those situations where AT&T  
25 can't waive the fees because there's another provider --

1 MS. BARRON: Yes.

2 MR. SCOTT: So we've got -- we're to there.  
3 And there's going to be -- now, who's responsible for  
4 those fees? Is that DMV? Or is that the county?

5 MS. BARRON: So historically, we have paid the  
6 construction cost. But knowing that we're moving to RTS  
7 modernization, hopefully -- my intent is that this new  
8 system will be a web-based system that will eliminate the  
9 need for providing network services to the county, that  
10 they can access this through the web.

11 We're trying to be good stewards of taxpayer  
12 money, and not investing a significant amount of money in  
13 construction costs for these lines that we know are going  
14 to be phased out in a few years. So hence, the  
15 conversations with the other vendors, and looking for  
16 other solutions that may have a lower cost in initial set  
17 up.

18 MR. SCOTT: Okay. Thank you. One other  
19 question. What does bounce the server mean?

20 MS. BARRON: So you tell it to drop all the  
21 memory connections, basically. You're not shutting it  
22 down completely, but you're doing a reset so it drops all  
23 the connections.

24 Because what happens -- you're releasing the  
25 memory. What happens is, with those memory leaks, it's

1     tying -- it's doing a process. In the old way of coding,  
2     you had to tell it to stop doing the process.

3             And so, there are places in the code where we  
4     didn't tell it to stop, and it was just off running, even  
5     though that process wasn't needed anymore. And that was  
6     taking up the memory. And so, what bouncing the server  
7     does is just drops all those connections and all those  
8     processes and releases all that memory.

9             MR. SCOTT: Okay. Thank you.

10            MS. BARRON: You're welcome.

11            MR. BACARISSE: Member Graham?

12            MR. GRAHAM: Just a point of clarification --  
13     did I understand you to say T1 was the older technology?

14            MS. BARRON: Oh, yes.

15            MR. GRAHAM: That tells you where I'm at,  
16     doesn't it? I'm still trying to get T1 in some places.  
17     Okay. I thought you said that.

18            Thank you. I just want to make sure I  
19     understood you.

20            MS. BARRON: Not golf.

21            MR. GRAHAM: I'm trying to get it.

22            MR. BACARISSE: Yeah, right. Oh, my -- okay.  
23     Any other questions for Ms. Barron? Member Prewitt?

24            MR. PREWITT: We still have some more. I  
25     think --

1 MR. BACARISSE: Oh, yeah. I'm sorry. Yeah,  
2 right. Keep going. Sorry.

3 MS. BARRON: Did you -- I'm sorry. I  
4 apologize.

5 MR. PREWITT: Have you covered everything you  
6 need to cover?

7 MS. BARRON: I did. I did. Was there anything  
8 specific you would like me to expand upon? I'd be glad  
9 to.

10 MR. PREWITT: No, you're good.

11 MR. BACARISSE: Okay.

12 MR. PREWITT: If we're done --

13 MS. BARRON: I did -- yes, I can, Daniel.

14 MR. PREWITT: Very good.

15 MR. BACARISSE: I think Executive Director  
16 Avitia has something to add.

17 MR. AVITIA: Thank you, Chairman. For the  
18 record, Daniel Avitia, Executive Director.

19 Ms. Barron, if you could talk a little bit more  
20 about project prioritization. That's a pretty significant  
21 undertaking for the Agency, and I think Members would  
22 benefit from --

23 MS. BARRON: Yes.

24 MR. AVITIA: -- hearing the information.

25 MS. BARRON: Yes. So IT is working very

1 closely with our business partners on the executive team  
2 with our executive leadership to establish governance and  
3 prioritization -- or processes in the prioritization of  
4 our projects and work efforts, anything that requires  
5 information technology resources. And the intent of this  
6 significant initiative is to identify and categorize all  
7 of the work efforts that we have related to technology, to  
8 prioritize those efforts, and then identify the capacity  
9 and scheduling of those efforts within our annual release  
10 cycles.

11 The initial prioritized list of projects was  
12 identified at the beginning of this biennium, the '22-'23  
13 biennium. The initial development is really the first  
14 time the Department has established a comprehensive  
15 inventory of all the projects and initiatives.

16 The portfolio projects is -- we're currently  
17 reviewing it now that we've had it for a year. And we're  
18 removing the completed projects, working with the business  
19 areas to identify any new projects. And then, once we've  
20 kind of got that list together, we'll be working to revise  
21 the prioritization, if needed, and establish and assign  
22 resources.

23 MR. BACARISSE: Okay. Thank you. Great.

24 Mr. Prewitt?

25 MR. PREWITT: Very good.

1 MS. BARRON: Thank you.

2 MR. PREWITT: Thank you, Wendy.

3 Next, for Agenda Item 11C, we'll hear from Leah  
4 Leone on the Texas DMV IMPACT Mentorship Program.

5 MS. LEONE: Good morning.

6 MR. BACARISSE: Good morning, Leah.

7 MS. LEONE: For the record, Leah Leone,  
8 Employee Ombudsman, Civil Rights and Ethics Officer.  
9 Greeting, Chairman Bacarisse, Executive Director Daniel  
10 Avitia -- my goodness, my voice -- my apologies -- Members  
11 of the Board, and GC.

12 MR. BACARISSE: We have the emergency cough  
13 drops here if you need them.

14 MS. LEONE: You know, it's because I've been  
15 talking all night.

16 MR. BACARISSE: I understand.

17 MS. LEONE: So my apologies. I'm here as I  
18 presented yesterday on TxDMV IMPACT, which is our new  
19 mentorship program. Very excited about it.

20 As I explained to the Members yesterday, when I  
21 first began my career here at DMV, I was having multiple  
22 conversations with employees as to how they could meet  
23 others in the Agency, perhaps establish a mentoring  
24 relationship -- just cross-collaborate, go up the career  
25 ladder, reach those who they may aspire to emulate.

1           And so, it was inevitable to create such a  
2 mentorship program. And so, IMPACT is designed that all  
3 employees -- the entire Agency -- can create a profile.  
4 In that profile, they add education history, background,  
5 interests, whatever they like. A picture, hopefully  
6 smiling.

7           And from that, there is an algorithm created,  
8 and that algorithm sends the system some data. And it  
9 computes, and then creates a match. And so they have  
10 about five matches, equal or greater percentages of the  
11 match in closeness to the attributes that they've put in  
12 the profile.

13           And from there, they have an opportunity to  
14 meet. They can do that through Teams, or however they may  
15 wish: outside of the Agency, at lunch, or otherwise  
16 during work hours.

17           The ideal commitment is a six-month time. They  
18 can choose, however, how the duration of those meetings  
19 may go -- 15 minutes, 30 minutes. It's up to the person.

20           That information is charted, and it gives me  
21 statistical data as to relation. And also the system is  
22 designed to provide me with critical information as to  
23 demographics, who we have at our Agency. That answers  
24 many questions for me as civil rights pertaining to  
25 diversity, equity, and inclusion. The system is also set

1 up to give me information as to areas that perhaps we need  
2 greater training, recruitment pieces and retention.

3 We have 200 slots. So if any of our employees  
4 are watching -- hopefully, all -- we want you to fill  
5 those slots. I have 67 registered since we started  
6 broadcasting and marketing the program being up and  
7 running in the second week of November. And so we want to  
8 fill the rest of those slots.

9 The other benefit is, you know, we are still  
10 siloed, believe it or not. And this gives our employees  
11 an opportunity to meet with others in the Agency, share  
12 commonalities. Shall I yield? You're right.

13 MR. BACARISSE: John, do you need a cough drop?

14 MR. PREWITT: I've already had some.

15 MR. BACARISSE: Oh, mine are spiked. You may  
16 want to try one of those. No, I'm just kidding.

17 They're just good Hall's. Sorry for the  
18 interruption.

19 MS. LEONE: No, no. I'm more concerned --

20 MS. BACARISSE: Leah, I would imagine that the  
21 COVID challenge has made this even harder for people.  
22 There's so much more isolation now, right?

23 MS. LEONE: Absolutely. And the reality is  
24 that people want to come back together. That's very  
25 clear. Maybe not stop their telecommuting, let me not get

1 in trouble, but they definitely want to know who's at the  
2 Agency, and this provides them an opportunity.

3 You can choose as to be mentor or mentee. And  
4 so I like to broadcast as well to our employees watching.

5 Many people have said to me, Well, I'm not quite sure if  
6 I've got anything to mentor anyone about. And I differ.

7 If you work at this Agency, you are busy and  
8 you are specialized in your skill. And there are many  
9 things that you could mentor someone about, even just life  
10 experiences. And so, I'm very proud of this program.

11 I think it will allow us to also retain  
12 employees. That was the third point I was going to make.

13 Which, if we've got 200 slots, that engagement is at 87  
14 percent retention -- is the record of about that amount.

15 And of that amount, \$1 million plus savings in  
16 dollars of training and retention. That's important and  
17 critical. That means we have an opportunity to help  
18 others to move through this Agency, rather than leave this  
19 Agency. And, of course, that's my goal.

20 MR. BACARISSE: Yeah.

21 MS. LEONE: Any questions?

22 MR. BACARISSE: Members, any questions? Member  
23 Scott?

24 MR. SCOTT: Do you know if there's other  
25 agencies doing something similar?

1 MS. LEONE: Yes, there is throughout the state.  
2 There are several agencies. And Executive Director  
3 Avitia can share a lovely story as to how he was  
4 abandoned.

5 (General laughter.)

6 MS. LEONE: But he'll tell you that story,  
7 hopefully, in a second to make, contextually, sense. But  
8 yes, there are other agencies. But the software that I've  
9 found, right -- even the agency I've come, which I won't  
10 name in this moment, had a mentorship/mentee program. And  
11 the difference is usually they run it within, without  
12 using software that is advanced.

13 And so our system is designed with all of the  
14 bells and whistles to make certain that I can monitor. I  
15 can match people. I can encourage, if they haven't yet to  
16 meet. I can go in and extrapolate data that is critical  
17 to us -- different than a lot of other agencies.

18 So again, I think we're excelling in the way  
19 that we've put this platform together.

20 MR. SCOTT: So is the only way to match up with  
21 someone through the algorithm? Or if you wanted to select  
22 someone -- say, I want to have that person, specifically,  
23 as a mentor, and they're in the program -- can I sign up  
24 with that one? Or do I have to wait for them?

25 MS. LEONE: Absolutely. So if you don't wish

1 to do algorithm, the system will allow you to look at  
2 other matches to see commonality. But I can also be a  
3 mastermind and match, as well.

4 MR. SCOTT: Okay.

5 MS. LEONE: So on a good day, I might do that.

6 MR. SCOTT: Thank you.

7 MR. BACARISSE: Members, any other questions?

8 MR. PREWITT: Great work, Leah.

9 MR. BACARISSE: Yeah.

10 MS. LEONE: Thank you so much.

11 MR. BACARISSE: Absolutely. Tremendous.

12 MS. LEONE: Thank you so much.

13 MR. PREWITT: Mr. Chairman, that concludes my  
14 comments in the Committee meeting.

15 MR. BACARISSE: Thank you, Chairman Prewitt.

16 Mr. Avitia, do you want to explain that  
17 situation there?

18 MR. AVITIA: Chairman, Members, for the record,  
19 Daniel Avitia, Executive Director.

20 Yes, I would love to talk about how I was  
21 abandoned in a previous mentorship program at a previous  
22 agency. And this is something that I can highlight for  
23 Leah.

24 I was part of a mentor protégé program as a  
25 young director. And I was teamed up with a vice

1 chancellor. And I thought, My goodness. I'm going to  
2 learn amazing things.

3 There was no program monitoring -- and this is  
4 one thing that Leah didn't touch on. What she will do to  
5 ensure the success of this program is monitor and make  
6 sure that folks are connecting.

7 My mentor reached out to me once, but every  
8 six -- and the mentor program lasts for about six months.

9 And we were supposed to meet once a month, and every  
10 month, I got cancelled. So at the end of the six months  
11 is when I heard from the program representative and said,  
12 Well, did you love it? How did it work?

13 I said, I'm sure it's a great tool, but I never  
14 met with my mentor. And so, in order to ensure the  
15 success -- I know -- I heard the sad, Oh.

16 MR. BACARISSE: Yeah.

17 MR. AVITIA: In order to ensure success, Leah  
18 will be actively monitoring.

19 And I, too, would like to thank Leah for her  
20 diligence on this matter. This is the first program of  
21 its kind in the Agency, and I'm extremely excited about  
22 it. And my hope is that many, many staff will take  
23 advantage of the opportunity presented through this  
24 program. Thank you, Leah.

25 MR. BACARISSE: Yep, good stuff. Thank you,

1 Chairman Prewitt. And thanks to the team. Great  
2 conversation here.

3 At this point, I think it would be best -- Liz,  
4 coach me on this -- if we take general public comment now.  
5 I know Mr. Bradburn had another. There may be other.

6 So may I call Mr. Bradburn back up?

7 MS. FORE: Yes, and I think that's an excellent  
8 plan.

9 MR. BACARISSE: Okay.

10 MS. FORE: And we actually have five public  
11 commenters today.

12 MR. BACARISSE: Okay. All right. Great.

13 So Mr. Bradburn, if you want to -- if you're  
14 still here. Yeah, come on back up, and you can lead it  
15 off. Thank you.

16 CPL BRADBURN: Good morning, Mr. Chairman,  
17 Members of the Board. Mike Bradburn, Travis County  
18 Precinct 3. My e-mail went through an hour late because  
19 it's not a T1, apparently.

20 But a year ago, everything was tense in this  
21 room. I was sitting back while you all talk and thinking  
22 about it. So I thought it was really, really important to  
23 give Director Avitia, Mr. Luna, and some others some  
24 kudos, because it's night and day.

25 They call us. They talk to us. I mean, all

1 the accomplishments we fully support, and it's just really  
2 important to be on the record saying we support what  
3 they've been doing.

4 The new tag design is very, very important.  
5 Things have changed. If you were not aware, a little tag  
6 humor -- I bought this tag two days ago in Austin. DMV  
7 now has a 60-day permit. So the criminals have adapted.

8 I have law enforcement for three months calling  
9 me asking me if the DMV has a new tag. So they're going  
10 to still make fake tags. The difference is, with the new  
11 system you guys are doing, we met with them.

12 We fully support it because criminals will  
13 still make them. But on the street, the officer,  
14 hopefully, will be able to work the system and solve the  
15 problem.

16 And that's really all I wanted to say. I  
17 wanted to throw some support for your staff and what you  
18 guys have done. And that's all.

19 MR. BACARISSE: Well, we really appreciate it.

20 MS. McRAE: Thank you.

21 MR. BACARISSE: Thank you.

22 CPL BRADBURN: Thank you.

23 MR. BACARISSE: And we'll continue that hard  
24 work with vigilance.

25 Liz, who is our next comment?

1 MS. FORE: Our second commenter will be Colin  
2 Weatherwax from America Can! Cars for Kids.

3 MR. BACARISSE: Great. Okay. Good morning.  
4 Come on up.

5 MR. WEATHERWAX: Good morning.

6 MR. BACARISSE: Good morning, Mr. Chairman,  
7 Members of the Board, Executive Director Avitia. My name  
8 is Colin Weatherwax. I'm the CEO of America Can! Cars for  
9 Kids.

10 I had the pleasure of speaking with the  
11 Committee meeting yesterday, and Members of the executive  
12 team yesterday, as well. So I want to thank everyone for  
13 your attentiveness.

14 Our organization is operated out of Dallas,  
15 Texas, and we serve a special purpose with a very unique  
16 operation. We accept donations all across the country.  
17 These donations that are within our specific radius of our  
18 headquarters in Dallas -- we host a public auction three  
19 times a month. And these auctions are open to dealers and  
20 individuals alike.

21 We're unique not only in operations, but also  
22 in our giving. Our largest benefactor are the schools of  
23 the Texans Can Academies helping kids graduate high school  
24 and realize their dreams of a productive life after  
25 graduation. 100 percent of the net proceeds go directly

1 to support these kids.

2 Our auctions are important. And with the most  
3 recent updates to webDEALER services, this has affected  
4 our ability to print eTAGs as needed. The auctions  
5 produce a large amount of the funds that we raise. So  
6 this is a very important part of our business.

7 Taking donations mean sometimes these vehicles  
8 are running, and sometimes they're not running. As a  
9 nonprofit, we cannot afford to fix every issue for every  
10 vehicle that we receive. But we make certain that our  
11 buyers are aware of all the issues that are aware on the  
12 vehicles. So that way, they know exactly what they're  
13 purchasing whenever they buy a vehicle from us.

14 Over the past several years, we've had these  
15 individuals sign a waiver saying that they understand that  
16 they're buying this vehicle as is, wear is. And they  
17 understand that it's their responsibility to get it up to  
18 date in order to get it inspected and registered in their  
19 name.

20 I can tell you, our former and late CEO Malcolm  
21 Wentworth had a verbal agreement with our local DMV  
22 stating that the process that we had in place, as far as  
23 inspections, was okay, and we've never had any issues  
24 printing eTAGs. But with the system update to webDEALER,  
25 this has changed. And now, our future kind of hangs in

1 the balance.

2 So I'm requesting today that you begin to think  
3 about and consider exemption to this rule -- an exemption  
4 that would allow charities like America Can! Cars for Kids  
5 to continue business with the public, print eTAGs after  
6 selling the vehicle to all customers, and ensuring that  
7 the customers realize they're taking full responsibility  
8 for getting the vehicle inspected.

9 Keep in mind, not all of our vehicles run, and  
10 not all of our customers are seeking a vehicle to  
11 immediately drive off the lot. Many are looking for a  
12 fixer upper, and some are just looking for parts for  
13 another vehicle they may have. And the majority of our  
14 customers are individuals, not dealers.

15 So I sincerely thank you for your time and look  
16 forward to further discussions.

17 MR. BACARISSE: Thank you. I'll say off the  
18 top, I appreciate your nonprofit and the work you do  
19 across our state. I live in Houston, and I know it's a  
20 very important way in which schools can be supported --  
21 the schools, the Can Academies.

22 And so, we value the work that you do. And I  
23 think that our Agency -- this Agency will be as responsive  
24 as possible to work towards a fix. And I don't know --  
25 other Members may want to comment on this or ask you

1 questions.

2 Yeah, Member Gillman?

3 MS. GILLMAN: Tell me again your problem.

4 MR. WEATHERWAX: So the problem that have is  
5 with the most recent webDEALER update. It restricts us  
6 from issuing an eTAG to the buyers that we sell to unless  
7 that vehicle's been inspected and has a current  
8 inspection.

9 And so, most of the vehicles that we have --  
10 they've been sitting for years. There's no way that they  
11 can pass inspection. We even have non-running vehicles  
12 that have bad motors.

13 MS. GILLMAN: You're asking to have no  
14 inspection?

15 MR. WEATHERWAX: Correct. Yes, we put the onus  
16 on our buyers to get the vehicle up to date so that way it  
17 can pass inspection. But not necessarily all vehicles  
18 that we sell make their way to the road, so sometimes  
19 they're just used for parts.

20 And so the buyers that purchase the vehicle, we  
21 want to put the onus on them. If you want to drive this  
22 vehicle on the road, then, get it ready to be inspected.  
23 Yes, ma'am.

24 MS. GILLMAN: I don't know the rule.

25 MR. BACARISSE: Well, that's a whole other

1 conversation.

2 Member Graham, did you have --

3 MR. GRAHAM: Just a couple of broad comments, I  
4 think. Well, first and foremost, this organization is  
5 working hard to serve a portion of the population that  
6 needs all --

7 MR. BACARISSE: Turn your mic on. I'm sorry.

8 MR. GRAHAM: This organization is working hard  
9 to serve a part of population that needs this help the  
10 most. It's great work if the kids that they end up with  
11 will not graduate high school, will not get a GED. And  
12 wherever that path takes them is where they're going to  
13 go. So they do great work.

14 I think, also, these vehicles -- I mean, it's  
15 almost like they're also resurrecting vehicles. In some  
16 cases, disposing of vehicles for various reasons that  
17 would just go to the junkyard. I mean, so, I think that's  
18 good work, too.

19 I hope we can find a solution for them, and  
20 figure out how to allow them to continue their operations  
21 to fund the Texans Can Academies. So I support that.

22 MR. WEATHERWAX: Thank you.

23 MR. GRAHAM: I appreciate the responsiveness of  
24 staff to get hold of them and visit with them. And thank  
25 you.

1 MR. BACARISSE: Mr. Avitia, do you want to  
2 comment on the -- I know you've just had maybe the most  
3 brief of conversations.

4 MR. AVITIA: I did, Chairman. For the record,  
5 Daniel Avitia, Executive Director.

6 Mr. Weatherwax, thank you for coming and  
7 educating us on your program. It's a great mission. I  
8 know staff met with you and your team yesterday.

9 We appreciate the time yesterday. We'll  
10 continue working with you, and I believe we have another  
11 meeting scheduled for two weeks' time from now.

12 MR. WEATHERWAX: Yes, thank you so much.

13 MR. AVITIA: Yes, sir. Thank you.

14 MR. WEATHERWAX: Thank you.

15 MR. SCOTT: I have a question.

16 MR. BACARISSE: Member Scott?

17 MR. SCOTT: So you've obviously studied this.  
18 What is the solution that you're asking the Agency for?  
19 What is it you want us to do?

20 MR. WEATHERWAX: Yes, sir. So the solution  
21 that I'm requesting is in the eTAG system -- the webDEALER  
22 system, if a vehicle has not passed inspection within the  
23 last 180 days, give us the ability to still issue an eTAG  
24 to the buyers as required by the Texas DMV in order to be  
25 a general vehicle dealer.

1           So just give us the ability to still issue that  
2 eTAG. So that way we can finish the title transfer into  
3 our buyers' names, and give them the opportunity to get  
4 that vehicle up to code, get inspected, and get it  
5 registered in their name.

6           MR. SCOTT: Well, how would we do that without  
7 opening it up to other people that we don't want to have  
8 that ability?

9           MR. WEATHERWAX: That is a great question.

10          MR. BACARISSE: Therein lies the challenge.

11          MR. WEATHERWAX: Yes, sir.

12          MR. BACARISSE: Yeah.

13          MR. SCOTT: Well, I mean, you're in it every  
14 day. Do you have an idea on that? Or --

15          MR. WEATHERWAX: I mean, I'm not sure how the  
16 back end of the webDEALER works -- if you can give  
17 specific dealers other rights that other dealers don't  
18 have. But as I mentioned before, this webDEALER update  
19 that happened mid-November, there was nothing in place on  
20 the actual website that prevented us from issuing eTAGs  
21 for specific vehicles.

22                 But since that update, if a vehicle comes up  
23 and we try and issue an eTAG, it says you cannot issue an  
24 eTAG. Sorry. You cannot issue an eTAG because it doesn't  
25 have a current inspection.

1 MR. SCOTT: And so, now, you need that eTAG for  
2 what?

3 MR. WEATHERWAX: In order to process the title  
4 paperwork. As a licensed dealer in Texas, you have to  
5 issue an eTAG whenever you sell to an individual.

6 MR. SCOTT: Okay.

7 MR. BACARISSE: Member McRae? Is there a fix  
8 through the -- I think we need to continue conversations  
9 here.

10 MR. WEATHERWAX: Okay. All right.

11 MR. BACARISSE: And then, work towards multiple  
12 opportunities to have really a comprehensive fix.

13 MR. WEATHERWAX: Yes, sir.

14 MR. BACARISSE: It is a sticky challenge, but  
15 it's one that we can meet. And that, I think, we are  
16 committed as an agency -- because we know what you're  
17 doing and it's important, and we're not going to sit on  
18 it.

19 MR. WEATHERWAX: Thank you so much.

20 MR. BACARISSE: Yeah.

21 MR. WEATHERWAX: I appreciate it.

22 MR. BACARISSE: We're going to be serious about  
23 it. All right?

24 MR. WEATHERWAX: All right.

25 MR. BACARISSE: Member -- did you have

1 anything, Vice Chair? No? You're good?

2 MS. McRAE: I'm good.

3 MR. BACARISSE: Okay.

4 MR. WEATHERWAX: Thank you again.

5 MR. BACARISSE: Thank you. I appreciate it.  
6 Liz?

7 MR. FORE: Thank you, Chairman. Elizabeth  
8 Fore. Our next commenter is Rudy Oeferting with Texans  
9 Can! Cars for Kids.

10 MR. BACARISSE: Okay. Is he absent?

11 MR. WEATHERWAX: Yes.

12 MR. BACARISSE: Okay.

13 MS. FORE: Then our next commenter is Neil  
14 Tarrant with the Tarrant County Sheriff's Office.

15 MR. BACARISSE: Good morning.

16 MR. TARRANT: Good morning, everyone. I want  
17 to thank you for providing me the opportunity to speak on  
18 the matter of Item Number 4E, which is temporary tag  
19 redesign deployment.

20 And for the record, my name is Neil Tarrant.  
21 I'm the Task Force Commander for the Sheriff's Crime Auto  
22 Theft Task Force. And our jurisdiction includes 15  
23 counties throughout central and south Texas. I've worked  
24 in law enforcement for 22 years.

25 Fictitious paper tags, metal license plates are

1 frequently used by criminals to conceal the identity of  
2 stolen vehicles and legitimate vehicles used during the  
3 commission of criminal acts. Law enforcement often relies  
4 on license plate information to identify vehicles  
5 suspected of involvement in criminal activity.

6 When a criminal uses fictitious license plates  
7 on a vehicle, it impedes law enforcement's ability to  
8 investigate crimes, identify criminal offenders, and bring  
9 forth justice to the citizens of Texas. Accuracy of  
10 license plate information is imperative for the safety of  
11 law enforcement officers to recognize dangerous situation.

12 The temporary tag redesign contains additional  
13 security enhancements and elements that allow officers to  
14 recognize if a tag is valid and if it's on the correct  
15 vehicle. As a law enforcement officer, I appreciate the  
16 efforts of the Texas Department of Motor Vehicles to  
17 support law enforcement.

18 I welcome new processes for law enforcement to  
19 receive motor vehicle data records to improve the efforts  
20 of combating motor vehicle crimes. And I want to thank  
21 you for your time, and I'm available for any questions  
22 from the Board.

23 MR. BACARISSE: Great. Thank you.

24 Members, any questions here?

25 (No response.)

1 MR. BACARISSE: No? Thank you, sir.

2 MR. TARRANT: Thank you.

3 MR. BACARISSE: Thank you for your service.

4 MS. FORE: Chairman Bacarisse, our final  
5 commenter is Howard Stinehour representing Heart of Texas  
6 Auto Theft Task Force.

7 MR. BACARISSE: Great. Good morning.

8 MR. STINEHOUR: Good morning, Chairman and  
9 Board. Thank you for allowing us to speak this morning.

10 MR. BACARISSE: Yes, sir.

11 MR. STINEHOUR: My name is Howard Stinehour.  
12 I'm with the Heart of Texas Auto Theft Task Force. We  
13 cover central Texas, north of Austin. We go all the way  
14 into the Hill Country. We're part of the Motor Vehicle  
15 Crime Prevention Authority as a task force.

16 Real quick, I want to thank the DMV for helping  
17 us get Joey Canady as the Director of the MVCPA. We're  
18 excited about that.

19 MR. BACARISSE: Good.

20 MR. STINEHOUR: Moving on, fictitious paper  
21 tags and metal tags are used by criminals to conceal the  
22 identity of stolen vehicles -- legitimately owned -- that  
23 are used in the commission of crimes. As a commander of a  
24 regional task force, my team encounters fictitious paper  
25 tags, metal tags that persons use or are not aware of the

1 process to obtain vehicle registration or license plates  
2 legally.

3           During investigations, it is often discovered  
4 the criminals also use fake and fraudulent titles to match  
5 fraudulent vehicle identification numbers when attempting  
6 to register a stolen vehicle. Stolen vehicles are being  
7 brought in for this VTR 68a process, which the majority of  
8 those vehicles -- especially in the Waco area,  
9 IH35 -- were getting the fraudulent paper tags.

10           We want to thank the DMV because of the  
11 changes. This new one -- we're starting to see the  
12 criminals changing the way that they're doing it. So with  
13 this new tag coming in, I'm sure that's going to change.

14           Because these folks are buying a vehicle stolen  
15 with fake identity on it. The crook is putting that paper  
16 tag on there. They're thinking everything's legal. So  
17 now, they're another victim of a stolen car with tags that  
18 don't even belong to that car.

19           So with this new implementation of the new  
20 tags, I think that's going to curb a lot of that and make  
21 it even more difficult for the criminal to identify these  
22 vehicles the proper way. The Texas Department of Motor  
23 Vehicles enhancements to the temporary tag system security  
24 has reduced the number of fraudulent temporary tags  
25 created by dealers.

1           This reduction has caused criminals to resort  
2 to the older methods of manufacturing their own tags and  
3 stealing metal plates from similar vehicles to go  
4 undetected when using these vehicles to commit criminal  
5 activity. Which we all know -- a lot of the temporary  
6 tags previous were used for anything from these capital  
7 murders all the way to officers losing their lives trying  
8 to get involved with these things, and committing so many  
9 crimes that were just from petty theft all the way up to  
10 murder.

11           So I think it's a good thing, again, with this  
12 new tag. It's going to help us out a lot.

13           Increases to the Texas DMV and the tag support  
14 and the communications with law enforcement have allowed  
15 officers to become familiar with temporary tag changes and  
16 dealer licensing requirements well in advance of the  
17 changes that were implemented. We actually are providing  
18 this new system, the new tags to our patrol officers and  
19 street officers, teaching them the new security  
20 features -- which are not out to the public -- so that the  
21 officers can see this when they're in their patrol car.  
22 They can get behind a car and they see the new features.

23           MR. BACARISSE: Go ahead and finish up your  
24 thought. I'm sorry.

25           MR. TARRANT: Sorry.

1 MR. BACARISSE: Your time's expired.

2 MR. TARRANT: Okay. Timely manner -- okay.

3 Finally, we appreciate the efforts of the DMV,  
4 the temporary tag redesign, the security enhancements.  
5 The element contained in these tags provide law  
6 enforcement with additional information to recognize when  
7 vehicles are displaying fraudulent temporary tags.

8 I want to thank the DMV again for the changes  
9 they've made implementing the new tag. It's been a great  
10 support. Amongst our officers, the street officers,  
11 giving them this new information -- it's really positive.

12 We've got really good comments and we're excited to move  
13 on with this.

14 MR. BACARISSE: We appreciate the work that you  
15 and your fellow officers do every day, and we want you to  
16 see us as your partners in this effort absolutely.

17 I think Vice Chair McRae has a question.

18 MS. McRAE: Speaking of partners, I just want  
19 to echo -- as a tax assessor-collector, we work very  
20 closely with our local auto theft task force. And we have  
21 stolen vehicles -- I mean, we had one yesterday before I  
22 left my office. And our auto theft task force is key in  
23 that, and we appreciate the partnership with the tax  
24 assessors throughout the State.

25 MR. TARRANT: Yes.

1 MS. McRAE: So thank you for what you do.

2 MR. TARRANT: Thank you. And we have seen a  
3 large increase of the communication between the local TAC  
4 offices when they get these fake titles in to call us  
5 immediately. We can intercept that vehicle.

6 Because a lot of these purchasers are innocent  
7 buyers who are now a second victim. So then, we're able  
8 to get that vehicle, get it back to the insurance company  
9 or the victim.

10 So the communication with the DMV -- the  
11 regional offices in Waco we work a lot with hand to hand.

12 The manager actually comes out to the 68A process, and  
13 she kind of watches and guides us along. We provide what  
14 we see -- the new trends and things.

15 So it's a good communication, and I'm pushing  
16 with MVCPA to get the TAC offices to actually call us  
17 immediately. Even the rural ones, they call, Hey, I've  
18 got some -- I've got a fake title. Instead of sending  
19 that title to Austin, they can call us immediately. We  
20 can get there and intercept it and stop it before it  
21 disappears and falls through the system. So --

22 MR. BACARISSE: Thank you. It's good work.

23 MS. McRAE: Thank you.

24 MR. BACARISSE: Members, any other comments or  
25 questions?

1 (No response.)

2 MR. BACARISSE: We do appreciate your time  
3 today, and be safe out there.

4 MR. TARRANT: Thank you, sir.

5 MR. BACARISSE: We'll see you. Thank you.  
6 That is our last public commenter, Liz?

7 MS. FORE: Elizabeth Fore. That's correct.

8 MR. BACARISSE: Okay.

9 MS. FORE: That was our last public commenter.

10 MR. BACARISSE: Great. We're going to now take  
11 up Agenda Item Number 12. We're going to go into closed  
12 session.

13 It is now 11:15 in the morning on December 8,  
14 2022, and we will go into to closed session. Before we  
15 go, though, we are going to take another group photo. So  
16 don't run off, guys.

17 This is under Texas Government Code, Sections  
18 551.1071, 551.1074, 551.1076, and 551.1089. For those of  
19 you in the audience, I anticipate being in this closed  
20 session for approximately 45 minutes. We will reconvene  
21 in open session after that. And with that, we are now  
22 recessed from the public meeting, and we're going in  
23 closed session.

24 (Whereupon, the Board recessed into Closed  
25 Session at 11:15 a.m.)

1 MR. BACARISSE: All right. Unless there's --  
2 well, let me see. We did come out of closed session. We  
3 did not debate or take any actions in that closed session.

4 I think I should mention that, Liz.

5 And unless there's any further business, I  
6 would entertain a motion to adjourn.

7 MS. McRAE: I make a motion that we adjourn.

8 MR. BACARISSE: Member --

9 MS. GILLMAN: Second.

10 MR. BACARISSE: It is, by the way -- it is  
11 12:59, and we are back in open session. So I needed to  
12 mention that, as well, for the record. So we've got that  
13 in.

14 So we have a motion from Member McRae, seconded  
15 by Gillman.

16 Member Alvarado?

17 MR. ALVARADO: Aye.

18 MS. BACARISSE: Gillman?

19 MS. GILLMAN: Aye.

20 MR. BACARISSE: Graham? Not here. McRae?

21 MS. McRAE: Aye.

22 MR. BACARISSE: Omumu?

23 MS. OMUMU: Aye.

24 MR. BACARISSE: Prewitt?

25 MR. PREWITT: Aye.

1 MR. BACARISSE: Ramirez?

2 MR. RAMIREZ: Aye.

3 MR. BACARISSE: Member Scott?

4 MR. SCOTT: Aye.

5 MR. BACARISSE: Member Graham, do you move --

6 MR. GRAHAM: Aye.

7 MR. BACARISSE: -- to adjourn? Okay. And I,  
8 Chairman Bacarisse -- this is the only unanimous vote  
9 we've had today.

10 We are now adjourned. Thank you.

11 (Whereupon, at 1:00 p.m., the meeting was  
12 adjourned.)

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MEETING OF: TxDMV Board  
LOCATION: Austin, Texas  
DATE: December 8, 2022

I do hereby certify that the foregoing pages, numbers 1 through 119, inclusive, are the true, accurate, and complete transcript prepared from the verbal recording made by electronic recording by Elizabeth Stoddard before the Texas Department of Motor Vehicles.

DATE: December 20, 2022

/s/ Anna Marie Reyes  
(Transcriber)

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